



## Parent User Guide

Welcome to CurbSmart – we’re excited for your school to begin using this tool to manage the dismissal process. This guide includes the information you’ll need to make changes to your account like adding authorized family members and guardians, making ride changes, and viewing your student’s dismissal history.



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## CREATING YOUR CURBSMART ACCOUNT

- 1) Download the CurbSmart Parent mobile app, or in your phone browser, go to [login.curbsmart.net](https://login.curbsmart.net) and click on **CREATE AN ACCOUNT**.
- 2) Enter your **First Name**, **Last Name**, **Email**, **Username** (It will populate your email address as your username automatically) and **Password** (your password must be at least 8 characters and contain 1 upper case letter, 1 lower case letter and 1 number). You may also enter your **Relation** to your student and **Contact Number**, if desired.
- 3) Next, enter the **School Code** (####) and **Placard Number** (both are provided by the school) (Figure 1). Click **Create Account**.
- 4) Next, you will see a prompt to **verify the birthdates** of each student on your account (Figure 2). Use the drop-down to set the birthdate for each student. Once complete, click **Verify**. If the birthdates match the school's database, the account will be created.
  - a. **Note:** You may see the message "Someone has already registered for a CurbSmart account using this placard number. You can send a request to join their account below. Please contact your school with any questions or if you need assistance." This means that someone else (i.e. another parent/guardian) has already registered for a CurbSmart account with this placard number. You can press the button to "Send Request to Join Account." This will send an email to the account holder to review your request. Once approved, you will receive an email and can proceed with logging in with your username and password.

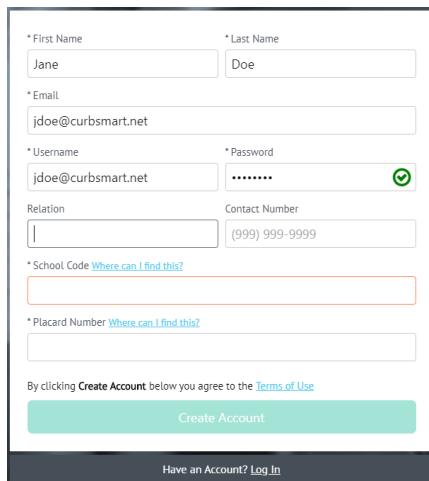


Figure 1

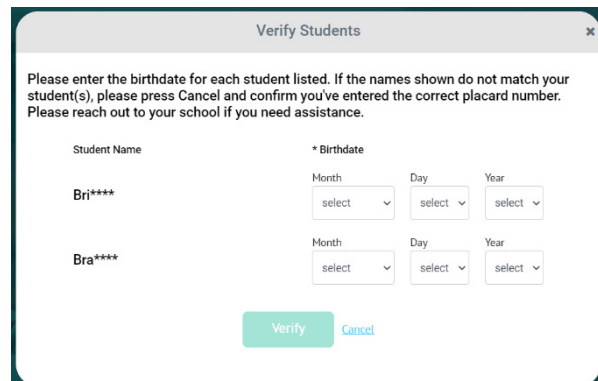


Figure 2

- 5) **Login to your account** using the username and password you created.

CurbSmart is available through your computer or phone browser (such as Google Chrome or Safari). You can also download the CurbSmart Parent mobile app through the App Store or Google Play Store.

**Apple:**



**Google Play:**



For questions on registering your account, adding adults or students, or making other changes, please visit the CurbSmart Support site at <https://nutrilinktechnologies.com/support/curbsmart-help-parents/> or contact [INSERT NAME] at [SCHOOL NAME] at [CONTACT NUMBER] or via email at [EMAIL ADDRESS].

## MANAGING YOUR CURBSMART ACCOUNT

Once you create your account, your students are linked to your account through the placard number that the school provided, and you will be designated as the Account Admin on that placard. If you are missing students, please contact your school for assistance.

### Basic Information

Update your account information on the Basic Information page. This information may be used by school administrators to confirm your account in the event you don't have your placard number when you arrive in the car line. You can also add vehicle information for each authorized adult on your account.

**CurbSmart PARENT SETTINGS** Tina Support Contact

Basic Information My Students Parents/Guardians Other Adults History

**Account Information** [Change Password](#)

\* First Name: Tina  
 \* Last Name: Johnson  
 \* Email: tinajohnson@curbsmartdemo.com  
 \* Username: tinajohnson@curbsmartdemo.com  
 Contact Number: (565) 664-5545  
 \* Relation: Mom  
 Street Address: 15 Sutherland Ave  
 City: Douglasville State: Georgia Zip: 30012

**My Vehicles**  
 All vehicles that will be used to pick up your children should be added here.  
 Tina Johnson, mom  
 2016 Dodge Caravan, Blue  
 + Add a Vehicle

**Notification Settings**  
 You can choose to be notified by email message when your children are picked up from school.  
 Notify me by email message when my students are picked up.

**Placard Information**  
 #101  
[Print your Placard](#)


### My Students


This page lists the students on your account. If students are missing, please reach out to your school for assistance. On this page, you can upload a picture per student, view or adjust their way home, if provided by the school, and create or manage carpools.

**CurbSmart PARENT SETTINGS** Tina Support Contact

Basic Information My Students Parents/Guardians Other Adults History

**My Students**

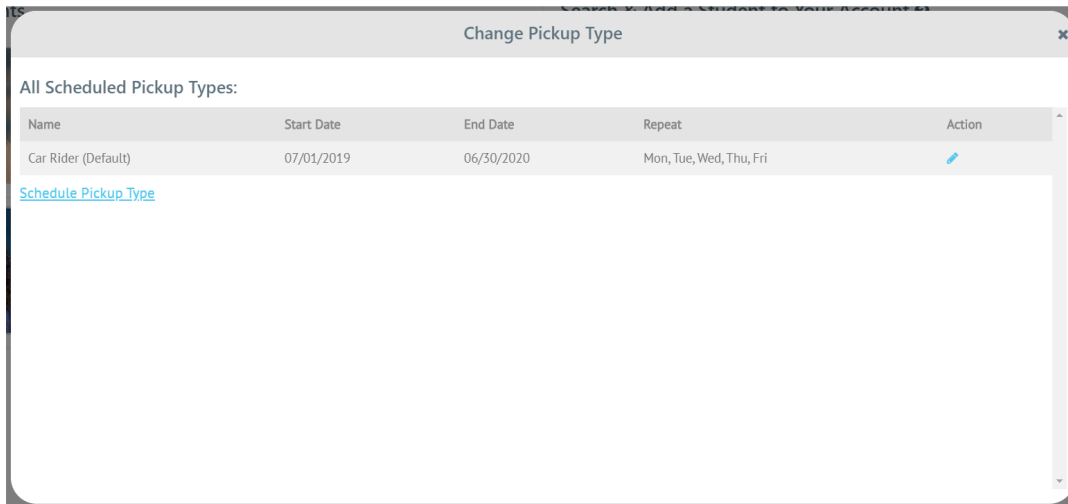
 Tammy Johnson 123884  
 10 years old, 07/01/2012, 3 grade  
 Today's Way Home: Car Rider ([Change](#))  
 Activity: None ([Change](#))  
[Add to Carpool](#)

 Tallie Johnson 123854  
 9 years old, 05/05/2013, 2 grade  
 Today's Way Home: Car Rider ([Change](#))  
 Activity: None ([Change](#))  
[Add to Carpool](#)

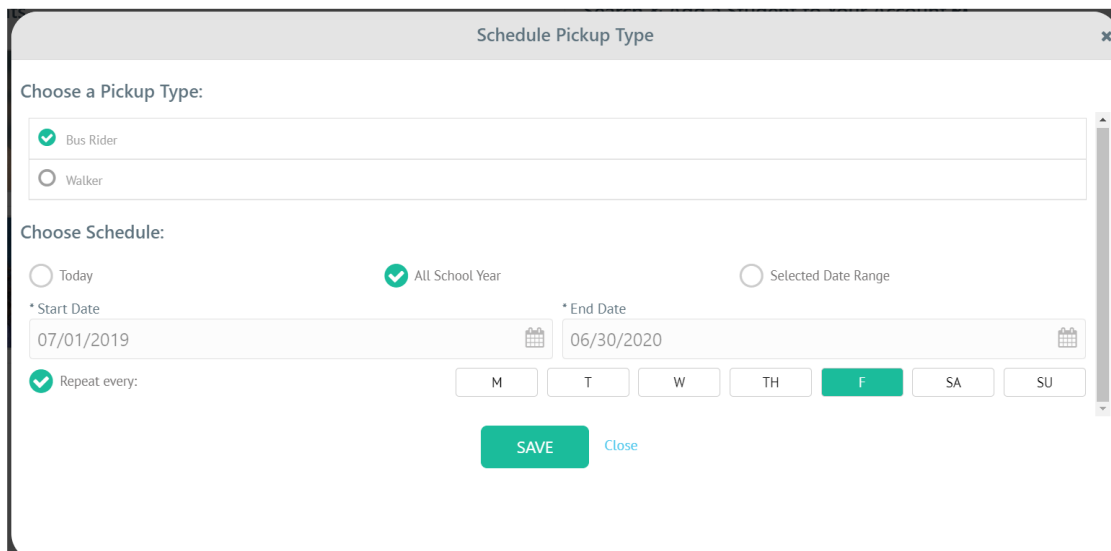
## Changing the Student's Way Home

If your school provides the option to change your student's way home from school, then click the 'Change' button next to "Today's Way Home" per student.

You'll see a window with the student's default way home listed. To change their default way home, click the blue pencil icon to the right in the Action column. Select a different way home, then click Save.



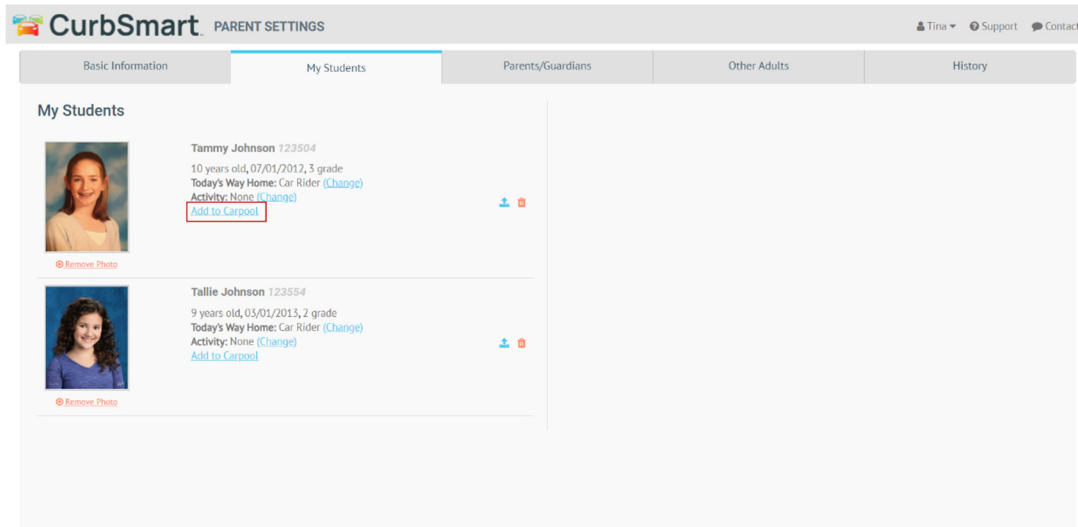
If you only need to change your student's way home for a specific day or date range, or on a scheduled basis, then you can use the 'Schedule Pickup Type' link instead. This allows you to assign an alternate way home for your student for that day, a date range, or on a recurring basis. Note that if you choose All School Year or Selected Date Range, you can choose the days that this way home change occurs. For example, if your student is normally a Car Rider, but rides home on the bus on Fridays, you can set All School Year and choose Friday in the Repeat Every option.



## Carpools

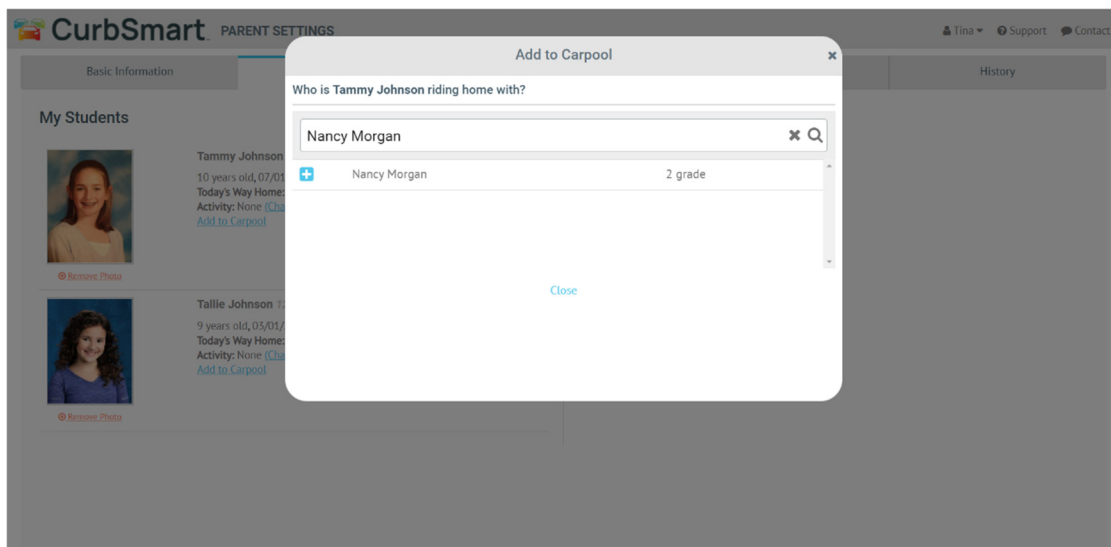
If your student(s) will be going home with a friend or in a carpool, you can set that up in the My Students tab.

In each student's section, you'll see a link 'Add to Carpool'.



Click this link to view any existing carpools, and click the "Create Carpool" button to set up a new carpool. You'll be asked who your student will be riding home with. For security purposes, you'll need to enter the first and last name of the student **exactly** as the student appears in the CurbSmart database. If you are unable to find the student, please reach out to your school for assistance.

Once you've located the student, click the blue "Add" icon next to the student's name.



If you have multiple students on your account, you can include the siblings in this carpool on the next step. Otherwise, you'll be prompted to select when the carpool will occur. You can choose Today only, All School Year if the student is **always** going home in this carpool, or Selected Date Range if your student is going home in a carpool on a specific date in the future or on a recurring basis (i.e. every Thursday).

For example, if your student rides home with this same carpool every Thursday, choose ‘Selected Date Range’, set the start and end dates, and choose Thursday as the repeating day.

Click Save to save your changes, and the carpool is successfully set up. During dismissal, when the placard number of the carpool is entered, your student(s) will be called as well.

To view, modify, or remove a carpool, click the Add to Carpool link again.

## Parents/Guardians

You can add other parents/guardians to your account in the Parents/Guardians tab. Parents/guardians include any person who always has permission to pick up your children from school (i.e. grandparents, aunts, uncles, etc.).

## Adding Other Parents/Guardians

To add another parent/guardian to your account, enter their First Name, Last Name, Contact Number, Relation to the child, and Email Address. If the email address is not already used with an existing CurbSmart account, it will link the new parent/guardian's email address to your account when they sign up for CurbSmart.

Under the Email Address, you'll see two options to set the new parent/guardian as an admin and to send an invitation code to create a CurbSmart account (only available if you've entered an email address). Once complete, click Save to add the new parent. Explanations on the two options are below:

- **Set as Admin?:** When this setting is checked, the new parent/guardian will have access to make changes to student's way home, carpools, adults, and view pickup history. If you uncheck this option, the parent/guardian will only be able to view their personal information and check-in (if your school provides this option). You can adjust the permissions later by clicking the 'Set Permissions' link under the parent's name. Here is an explanation of the permissions:
  - Basic Information (cannot be removed) – allows user to see the Basic Information for their account (i.e. name, address, contact number)
  - My Students (cannot be removed) – allows user to see the list of students on the account
  - Vehicles – allows users to add vehicles
  - Add Student – allows users to search for and add students to the account
  - Schedule Pickup Type – allows users to change the pickup type, or way home, for the student
  - Schedule Activities – allows users to change or schedule activities for the student; if enabled by the school.
  - Mark Absent – allows user to mark the student as absent from school, if enabled by the school
  - History – allows user to view the release history for the student
  - Parent/Guardian – allows user to add, edit, and set permissions for parents/guardians
  - Other Adults – allows users to see the Other Adults tab and add other adults as authorized pickups for the account
  - Add to carpool – allows the user to add a carpool for the student
- **Send invitation to Set Up CurbSmart Account:** Check this option to send the new parent/guardian an email with a unique invite code to complete their account setup and verify the student(s) birthdates. You can send this later by clicking the 'Send Invite' button next to the parent's name. The invite code will expire 48 hours after sending.

## Creating CurbSmart Accounts for Additional Parents/Guardians

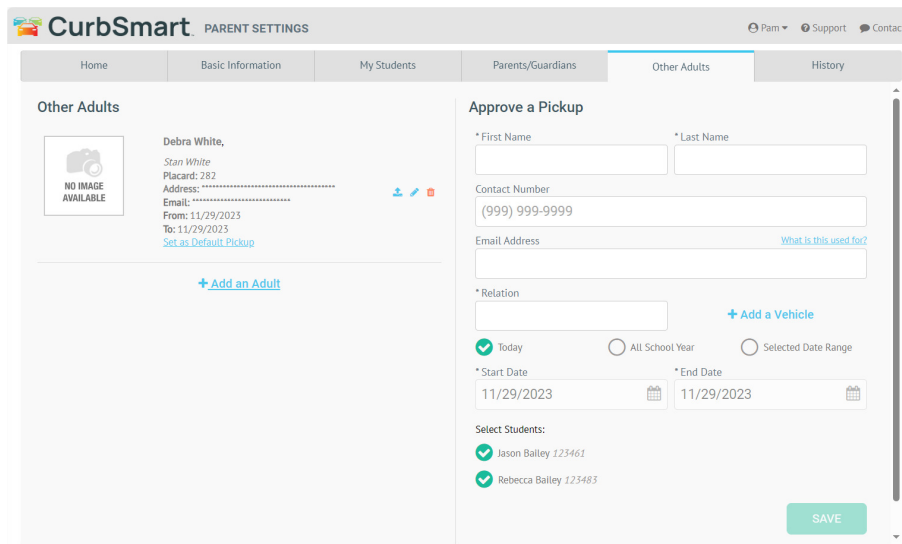
Additional parents/guardians can register for their own CurbSmart account using the link from the invitation email (mentioned in the section above). Or, the parent/guardian can go to [login.curbsmart.net](http://login.curbsmart.net) > Create an Account, and enter their information. They'll need to provide the School Code and Placard Number and verify the birthdates for any student on the account. They will see an option to send a Request to Join Account to the main parent (i.e. the parent who registered first) on the account. The main parent will receive an email to let them know they have a pending request. The main parent can login to CurbSmart and respond to the pending request in the 'View Approved Adults' tab. The additional parent/guardian will receive an email confirmation when their account is approved/rejected.

## Separated or Divorced Parent/Guardian Accounts

In a situation where parents require separate CurbSmart accounts, they will need separate placard numbers. Parent A will not add Parent B as a parent/guardian to his/her account because Parent B will be on his/her own account. By default, students will only be assigned to one placard, so in order to provide Parent B with a second placard number, Parent B will need to contact the school for assistance. The school will need to assign the student(s) to a second placard number, then provide that to Parent B to register. Once Parent B has a separate placard number, Parent B can register for an account using the new placard number.

## Other Adults

The Other Adults tab lists the adults who are authorized to pick up your student via a carpool. (You can also view this information from the My Students tab > Add to Carpool).



The screenshot shows the CurbSmart Parent Settings interface. The 'Other Adults' tab is active. On the left, there is a list of other adults. One adult, Debra White, is shown with a 'NO IMAGE AVAILABLE' placeholder. Her details include: Surname: White, Placard: 282, Address: [redacted], Email: [redacted], From: 11/29/2023, To: 11/29/2023, and a link to 'Set as Default Pickup'. Below this list is a '+ Add an Adult' button. On the right, the 'Approve a Pickup' form is displayed. It includes fields for \* First Name, \* Last Name, Contact Number (with a placeholder '(999) 999-9999'), Email Address, and \* Relation. There is also an '+ Add a Vehicle' button. Below these fields are radio buttons for 'Today' (selected), 'All School Year', and 'Selected Date Range'. There are \* Start Date and \* End Date fields, both with a calendar icon and a value of 11/29/2023. At the bottom, there is a 'Select Students:' section with two checked items: Jason Bailey 123461 and Rebecca Bailey 123483. A 'SAVE' button is located at the bottom right of the form.

Remove the carpool by clicking the red trash can button. Edit the carpool by clicking the blue pencil icon. On the right under the Approve a Pickup section, you'll see the details of the carpool, including the placard number, adult name, and when the carpool is to occur. If you need to adjust the dates, make the necessary changes, then click Save.

## History

On the History tab, you can see when your students have been released from school for the specified date(s). Parents can opt to see release history for the past by changing the 'From' and 'To' dates. In the space below, the parent will see the date and time the student was released, the adult who picked up the child, and the School user who released the child from school.



**CurbSmart** PARENT SETTINGS Tina Support Contact

Basic Information	My Students	Parents/Guardians	Other Adults	History	
<b>Pickup History</b>					
		From	02/15/2022	To	02/16/2022
Date	Time	Picked up by	Placard Number	Children	Checked out by
02/15/2022	4:28 PM	Tina Johnson	101	Tammy Johnson	CurbSmart Front Entry
02/15/2022	4:28 PM	Tina Johnson	101	Tallie Johnson	CurbSmart Front Entry

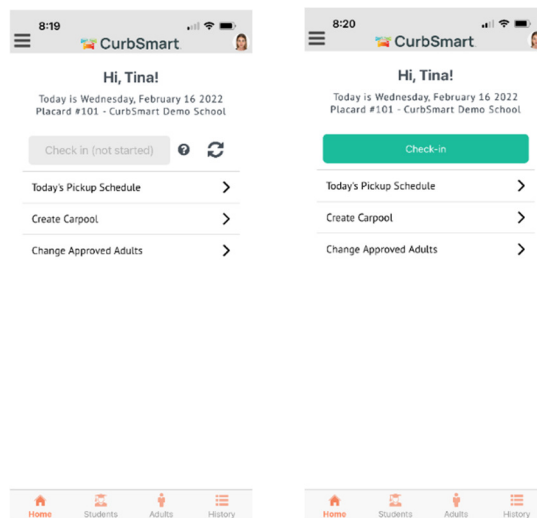
## CHECKING IN VIA THE CURBSMART PARENT APP



**Note:** The check-in feature is only available if your school has enabled this setting in CurbSmart. If this setting does not apply to your school, please disregard this section.

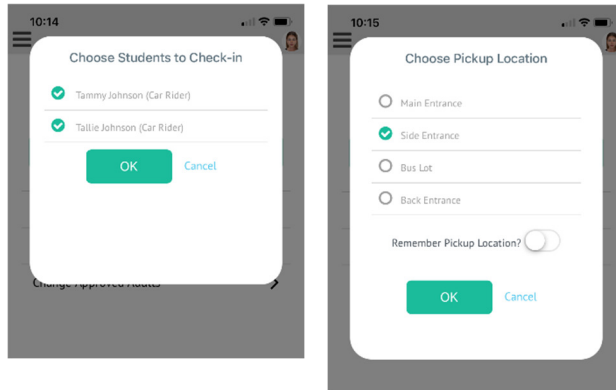
When you're ready to check-in for your students, open the CurbSmart Parent App or go to [login.curbsmart.net](http://login.curbsmart.net) and login with your username and password.

On the home page, you'll see the Check-In button. Note that if the check-in process has not yet started, you'll see this button greyed out until the school admin starts the process.

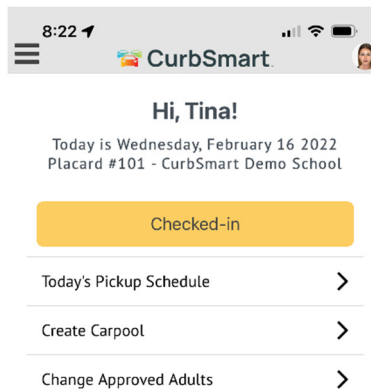


Figures (left): Parent App Home Screen before check-in process begins. (right): Parent App Home screen after check-in process has started.

When you arrive at the school, tap the Check-In button to start the check-in process for your student. Next, select which students you're checking in (left figure). Some schools will have multiple pickup locations, and possibly lanes. Select the appropriate pickup location where you'll be picking up your students (right figure).



Once you've checked in for all students on your account, the Check-In button will change from green to yellow.



Once you've checked in, wait for your students at the designated pickup location.

### Support

For questions on registering your account, adding students, or making other changes, please contact your school administration.