# CurbSmart

**SCHOOL DISMISSAL SIMPLIFIED**

# School Admin User Guide

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# OVERVIEW

Thank you for trusting CurbSmart to manage your school's student dismissal – we're excited to work with you! This guide will provide you with important information regarding the various aspects of the CurbSmart Admin Portal.

With CurbSmart, release coordinators will enter placards of arriving parents and/or buses and release students from their holding areas as they are called. CurbSmart also includes an Admin Portal where school admins and/or front office staff can make changes to students, users, or school set-up. Though not required for CurbSmart to work, schools can also opt to give parents access to the parent portal to make changes to approved pick-ups, carpools, etc.

You can access the CurbSmart Admin Portal at www.curbsmart.net using your school admin credentials (provided to you by the CurbSmart Specialist) after set-up and training.

# SYSTEM REQUIREMENTS / SPECIFICATIONS

Below are the recommended specifications for CurbSmart. CurbSmart is hosted on the cloud and accessed through your computer or phone web browser. You can also download and install the CurbSmart Mobile App from the Apple or Google Play Stores.

**Hardware**
Apple iPhone 8 and above
Apple iPad 7th gen or higher
Samsung Galaxy S8 models or higher
Samsung Galaxy Note
Other popular smartphones will work using recommended browsers below
\* Desktops and Laptops should follow recommended manufacturer specs for running the below Operating Systems or internet browsers

**Desktop Operating Systems (OS)**
Microsoft Windows 10 (recommended)
Microsoft Windows 8, 7
Apple OS X 10.11.x
Apple macOS 10.15.x (recommended)

**On-Premise Network**
100MB LAN or higher
50 MB or higher bandwidth to internet

**Mobile**
iOS 15 and higher (recommended)
Android Pie 9.0 or higher (recommended)
iPadOS 15 and higher

**Internet Browsers – (tested)**
Google Chrome 94.x or higher (recommended)
Apple Safari 14.x or higher
Microsoft Edge 94.x or higher
Mozilla Firefox 92.x or higher

**Mobile data technology – recommend "2 bars" or higher**
5G (recommended)
4G LTE
4G

**Allow these websites for Firewall, Content Filter, or Antivirus:**
Curbsmart.net
Firebaseio.com (U.S. Based)
Firebasedatabase.app (International)

We recommend that your phone or tablet battery is charged 25% or more to run the dismissal process each day.

# THE RELEASE PROCESS

This section will outline the steps for releasing students from school in CurbSmart. Note that CurbSmart is flexible to meet a variety of dismissal procedures, and this section will cover the more common approaches. Please reach out to the Nutri-Link Support Team with questions on your specific set-up if not covered in this section.

## Entry Admin

The dismissal process begins in CurbSmart when the 'Begin Release' button is pressed. We recommend that only Entry
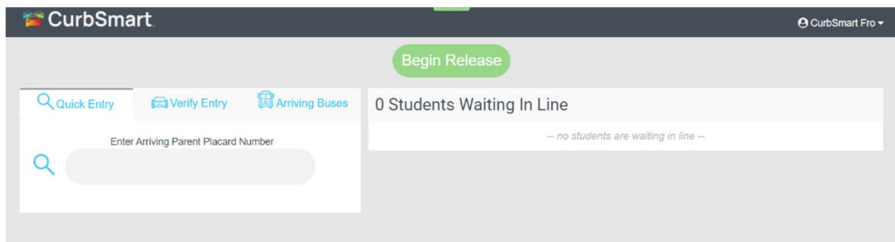


Admins are given this responsibility (you can turn this on/off for each user in User Management > Edit User > User Settings > Allow Begin Release). Note that only one person needs to press this button each day. Pressing the 'Begin Release' button serves as the start of the release process in CurbSmart, and it also acts as the cut-off time for changes like adding new students, changing student pickup types, carpools, or absent/early check-outs, etc.

Once logged in, an Entry Admin will see two or three tabs, depending on whether the school has the bus feature enabled. There are two options when it comes to entering placard numbers:

- **Quick Entry** – when the placard is entered, students appear immediately in the queue and are ready to be released by the Inside Admin; there is no option to review students or parents.

- **Verify Entry** – when the placard is entered, *before* the students appear in the queue, the Entry person will review the approved adults, have the option to select which students are being picked up, and review other confirmation details like address, phone number, or vehicle information. Once confirmed, the Entry person will press Confirm, and the students will appear in the queue. This option is great for schools with multiple entrances where the Entry person may need to select which students are being picked up at their location.



  - o **Add Students Button (optional)**: There is an option to allow the Entry person to make a quick add, or "on-the-fly," carpool from the Verify Entry screen, in the event the carpool had not been set up prior to dismissal. If this setting is enabled for you school, then the Entry person will click on the Verify Entry tab, enter the placard number of the arriving family, then press the Add Student button, enter the name or placard number of the other student, then confirm. The student will be called on this placard when entered as a carpool for today only. This setting can be enabled for the Entry Admin in User Management > Edit, under User Settings > Add Student Button.

- **Arriving Buses** – this tab only appears when the bus feature is enabled for your school. The entry person will enter the bus number and be able to view the list of students that are both a) assigned to the bus, and b) listed as a Bus Rider for that day. When ready, the Entry person will press Confirm to enter the bus in the queue. Note
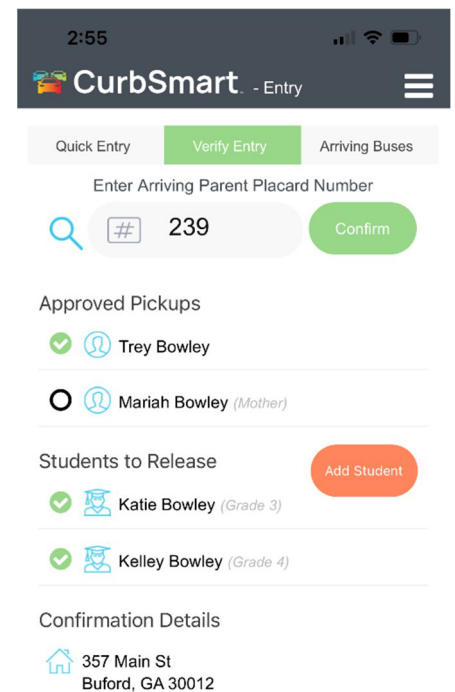
that you have the option to load all buses immediately at the start of release instead of entering each bus number in the queue. In Pickup Type Management, if the Bus Rider pickup type has Load at Start = Yes, then any bus student will be pre-loaded in the Inside Admin screen on the Release to Bus tab as soon as the Begin Release button is pressed.

## Additional Options:

On the Entry screen, swipe left on the student row to see additional options.



- **All Call (bull horn icon):** Use the all-call button to make an announcement regarding this student in CurbSmart. You'll be prompted to add a message (optional), and when complete, the message will be displayed across all screens in CurbSmart, regardless of the user's filters. You can also create a general all-call (not specific to the student) by clicking on the menu in the top right corner, then All-Calls. You can either select a pre-determined message or enter a custom announcement. The user can be given permission to create all-calls in User Management > Edit > User Settings. See the section on All-Call Management for more information on creating all-calls.
- **Remove (trash can):** If you need to remove the placard number that was just entered, click this button to undo the entry. You'll be able to enter the placard again later.

## Possible Scenarios:

Here's a common example: A parent arrives in the car line for a student who normally rides the bus home. However, the parent didn't communicate to the school of this change before dismissal. In CurbSmart, the student is designated as a Bus Rider, but when the Entry person enters the placard, CurbSmart will initiate the pickup type change process to change the student from a Bus Rider to a Car Rider for the day:

If the Entry person enters the placard of a student who is assigned to a different pickup type is entered into the Quick Entry or Verify Entry tab, the Entry person will see a Pickup Type Change Prompt:
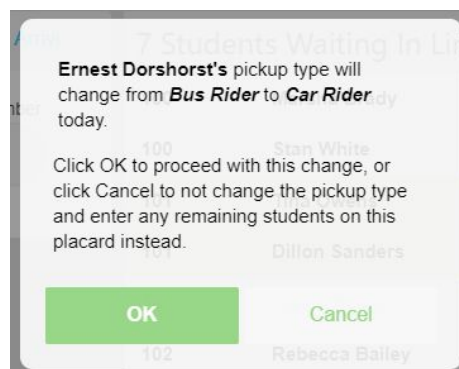


- Click **OK** to proceed with entering the placard and the student. The Inside Admin will be alerted of the change so they can communicate to the student their new way home. OR,

- Click **Cancel**, and the student will not be entered into the queue (but any other students on this placard that don't have a change in pickup type will still be entered).

## Additional Settings:

Here are some additional settings that may be helpful for your school's dismissal:

- **Delay Entry** – This option allows the entry person to enter placards in the Entry screen before they appear in the Inside Admin view. When ready, the Entry person can release individual placards or a set number of placards to appear in the Inside Admin screen. Contact Nutri-Link Support to enable this setting or learn more.

- **Multiple Release** – If your school has different dismissal times per grade level, you can use this setting to create multiple start times. View the section 'Multiple Release by Grade' in the Grade Management section for more information.

- **Pickup Location/Stations** – If your school has multiple entrances or pickup areas, or multiple stations per pickup area, then CurbSmart can auto-assign each placard number to the pickup location and/or station as it's entered in the list. See the sections on Pickup Locations and Pickup Stations for more information.

# Inside Admin

Once the Entry Admin enters the placard number, the student names will be displayed on the Inside Admin screen. Staff members or teachers who are waiting with the students in their holding area will use this screen to see when students can be dismissed. The Inside Admin screen can be filtered for users to only show the students that apply to the holding area, such as by a classroom or grade level. Refer to the section on User Management, Step 7 for instructions on applying filters.

Depending on your school's setup, you will see one or two tabs in the Inside Admin screen: **Release to Parent** (always visible) and **Release to Bus** (visible if your school uses the bus feature).
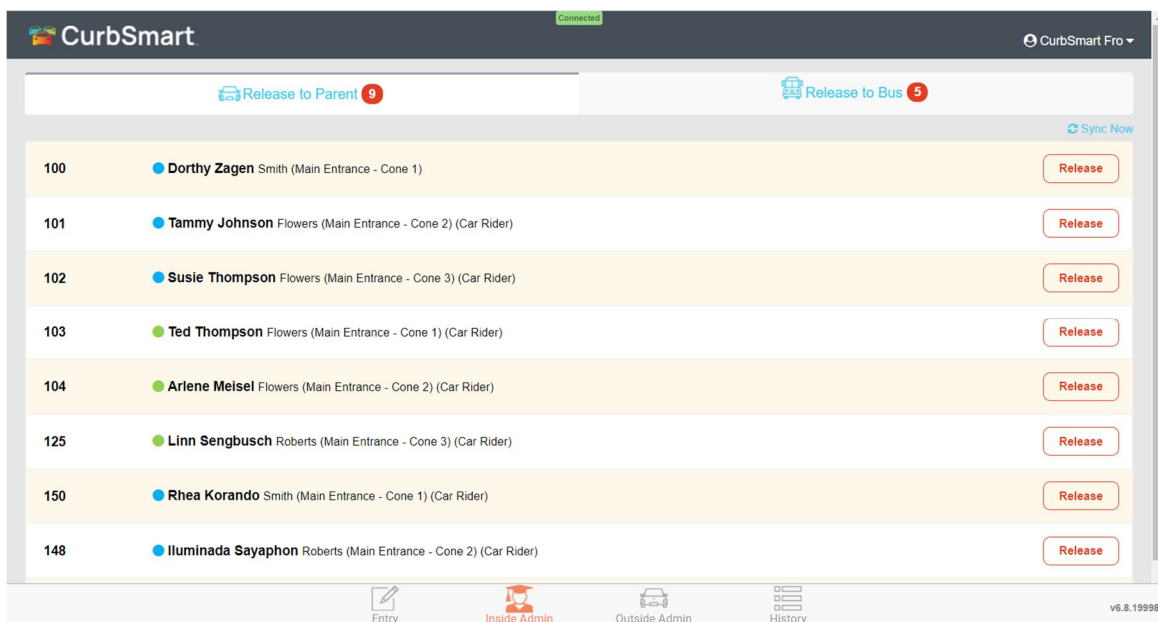
## Release to Parent

The Release to Parent screen will show all students, except bus riders, when they are ready to be released. When a student's placard is entered by the Entry Admin on the Entry screen, the student's name and placard number will appear in the list in the order that it was entered (i.e., the most recently entered student will appear at the bottom of the list).

At minimum, the student row will show the placard number, student name, and a Release button. Fields can be modified in CurbSmart to show additional information such as Grade, Pickup Type, Pickup Location and Station, Classroom, and Activity. Contact the Nutri-Link Support Team to configure additional fields.

When the student appears in the Release to Parent tab, the Inside Admin should communicate to the student that they are ready to be released. If the row shows the pickup location and/or station, it's important to communicate that information to the student as well. Once the student has left the holding area, the Inside Admin should press Release. At that time, the student will disappear from the Inside Admin screen, and will either be moved to the History (if your school uses the one-release method) or the Outside Admin tab (if your school uses the two-release method).

The Inside Admin may see students pre-loaded in the Release to Parent tab depending on your school's setup. Students that are assigned to other pickup types can be pre-loaded (i.e., loaded at start of dismissal in CurbSmart) when the Begin Release button is pressed by the Entry Admin. In these cases, the Inside Admins should communicate to those students at the appropriate time during dismissal when they are to be released from the holding area.

For example, the image above shows several students with a "Walker" label. These students were pre-loaded when release began in CurbSmart. The Inside Admin would be responsible for communicating to those walkers when they are ready to be dismissed. Once they have left the holding area, the Inside Admin would press the Release button.

## Release to Bus

The Release to Bus screen will show the students who are a) assigned to a bus and b) designated as a Bus Rider for that day. One option for buses is that an Entry Admin will enter the bus number on the Entry screen as they arrive. This will load the students on that bus in the Release to Bus tab. Students are then ready for release. The Inside Admin will only see the students on the bus that are within their filtered view. They should communicate to the student when they are ready to be dismissed to the bus. Then, the Inside Admin will press the Release button to indicate the student has left their holding area.

The other option is that bus students would be pre-loaded in the Release to Bus tab when the process begins in CurbSmart. In this case, the Inside Admin would see all bus students within their filtered view immediately when dismissal begins, and the Inside Admin should communicate to the students at the appropriate time when they are to be released to the bus. The Inside Admin should press the Release button to indicate that the student has left their holding area.
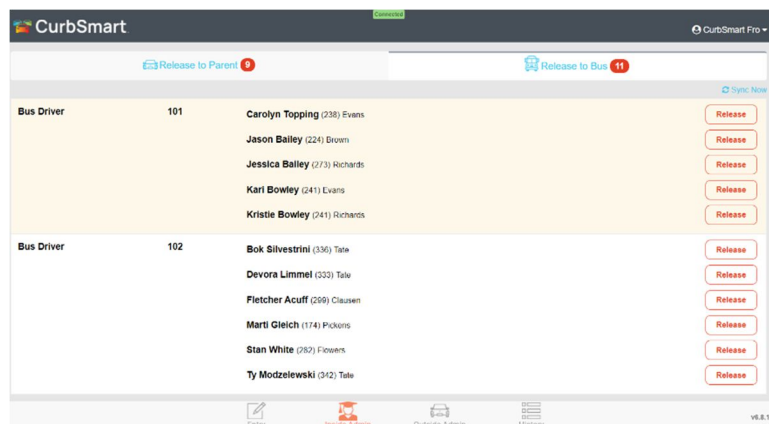
## Additional Options:

On the Inside Admin screen, swipe left on the student row to see additional options.
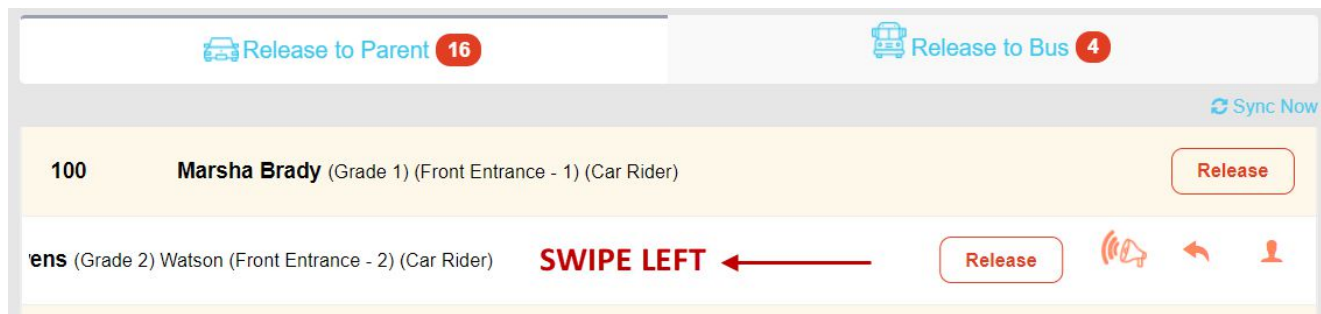


- **All Call (bull horn icon):** Use the all-call button to make an announcement regarding this student in CurbSmart. You'll be prompted to add a message (optional), and when complete, the message will be displayed across all screens in CurbSmart, regardless of the user's filters. The user can be given permission to create all-calls in User Management > Edit > User Settings. See the section on All-Call Management for more information on creating all-calls.

- **Move Back (arrow):** If you need to remove the placard number that was just entered, click this button to undo the entry. This will move all students on this placard to the 'not entered' status. The Entry Admin will be able to enter the placard again later. This option can be disabled per user in User Management > Edit > User Settings.

- **Mark Absent (head):** If the student is absent but had not been previously marked as such before dismissal, you can press this button to mark the student as absent for the day. The student will disappear from the list and appear in History and in the Absent Report in the admin panel.

## Possible Scenarios:

In the Entry section, we examined the scenario when a parent arrives in the car line to pick up a student who is normally a bus rider. In that section, we saw the message that the Entry Admin will see when the placard is entered. In this section, we'll assume that the Entry Admin clicked OK to proceed with the pickup type change.
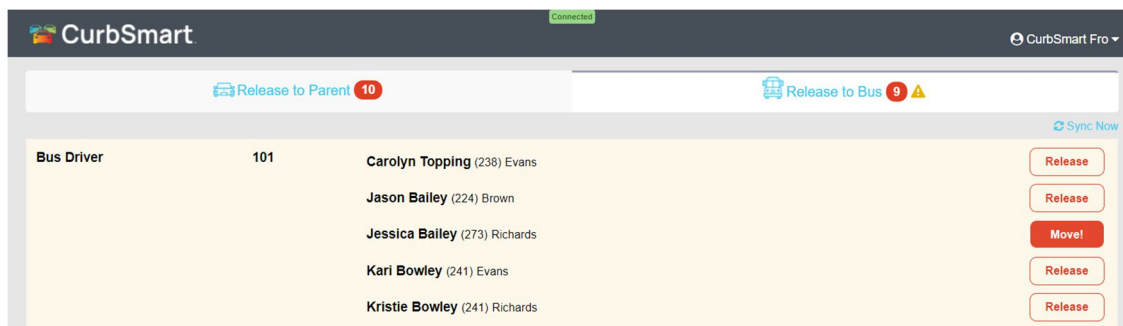


On the Release to Bus tab, a yellow triangle icon will appear to the right of the red number. This icon indicates there is an action required by the Inside Admin. The Inside Admin will switch to the Release to Bus tab and will see a student with a flashing "Move" button. The "Move" button indicates that this student will be changing pickup types today. The Inside Admin should press the "Move" button, and they will see the prompt that the pickup type will change. The Inside Admin will click OK to proceed. The student will be moved from the Release to Bus tab to the Release to Parent tab, with a Release button, and then the Inside Admin can release the student.
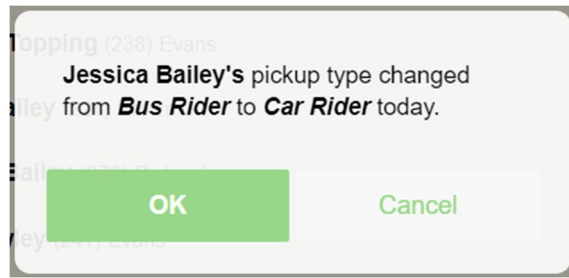
**Note:** The flashing "Move" button may also appear on students with different pickup types on the Release to Parent screen. For example, if a student who is normally a Walker is entered as a Car Rider by the Entry Admin, then the Inside Admin will see a flashing "Move" button instead of a Release button on the student in the Release to Parent tab. The Inside Admin will follow the same steps to change the pickup type. Once changed, the student will stay in the Release to Parent tab, and the button will change from "Move" to "Release."

# Outside Admin

The Outside Admin screen is visible when your school uses the two-release option for dismissal. Like the Inside Admin screen, there will be one or two tabs, depending on your school's settings: **Release to Parent** and **Release to Bus**. The Outside Admin step can be enabled for both tabs, or one or the other.

If enabled, the Outside Admins are responsible for the student's final release from school, like when the student gets into the car or bus or officially exits the building.

For example, if students remain in the classroom during dismissal, then the teacher in the classroom (i.e., Inside Admin) would release the students when they are entered by the Entry Admin. Once the Inside Admin releases the student from the holding area, the Outside Admin will see the student's name appear on their screen. This lets the Outside Admin know that the student has been released from the holding area and is on the way. Once the student reaches the exit point, the Outside Admin will press the Release button to indicate the student has been released from school.

The Outside Admin screen will show the students who have been released by the Inside Admin in the order that they are released by the Inside Admin. There is an option to show the students on the Outside Admin screen in the order they are entered by the Entry Admin. If you'd prefer this view instead, please contact the Nutri-Link Support Team to adjust the setting.

The Outside Admin screen can also be filtered to only show certain students, such as by grade, pickup type, or pickup location. Refer to the section on User Management, Step 7 for instructions on applying filters.

## Release to Parent

The Release to Parent screen will show all students, except bus riders, when they are ready to be released to the parent. When a student is released from the holding area by the Inside Admin, the student's name and placard number will appear in the list in the order that it was released (i.e., the most recently released student will appear at the bottom of the list).
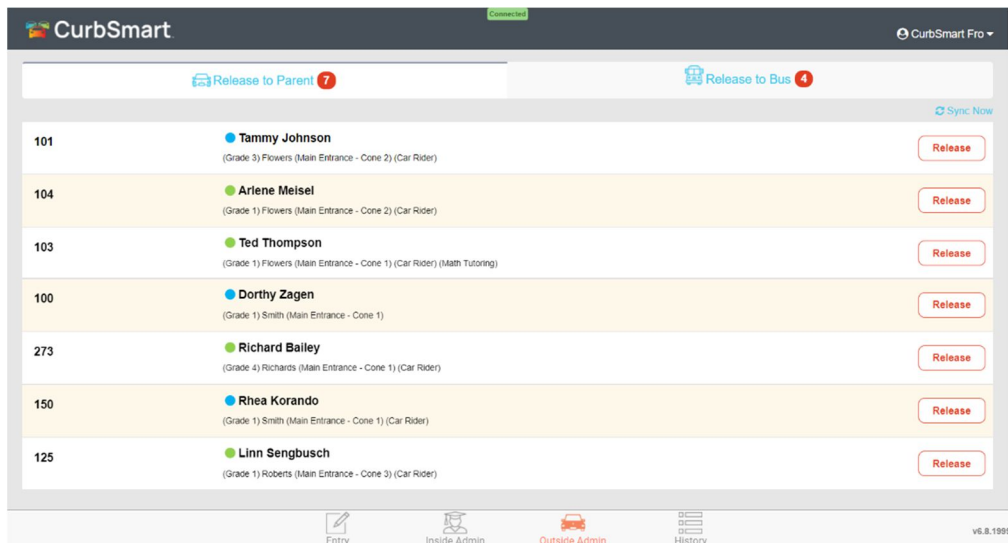
At minimum, the student row will show the placard number, student name, and a Release button. Fields can be modified in CurbSmart to show additional information like Grade, Pickup Type, Pickup Location and Station, Classroom, and Activity. Contact the Nutri-Link Support Team to configure additional fields.

When the student appears in the Release to Parent tab, the Outside Admin should know the student has been released by the Inside Admin and the student is making their way to the exit location. Once the student arrives at the exit point, communicate to the student that they are ready to be released. If the row shows the pickup location and/or station, it's important to communicate that information to the student as well. Once the student has exited, the Outside Admin should press the Release button. At that time, the student will disappear from the Outside Admin screen and will move to History.

**Tip:** Adding bag tags with the student's placard number on the student's backpack can be helpful in matching the student's bag tag to the corresponding placard number in the parent's car.

## Release to Bus

The Release to Bus tab on the Outside Admin screen will show the students who are a) assigned to a bus, b) designated as a Bus Rider for that day, and c) released from the Inside Admin screen.

Students will appear in the Release to Bus tab in alphabetical order by first name. At minimum, the row will show the bus number, student name, and placard number. The Outside Admin should press the Release button as students load the bus. Once released, they will appear in History.
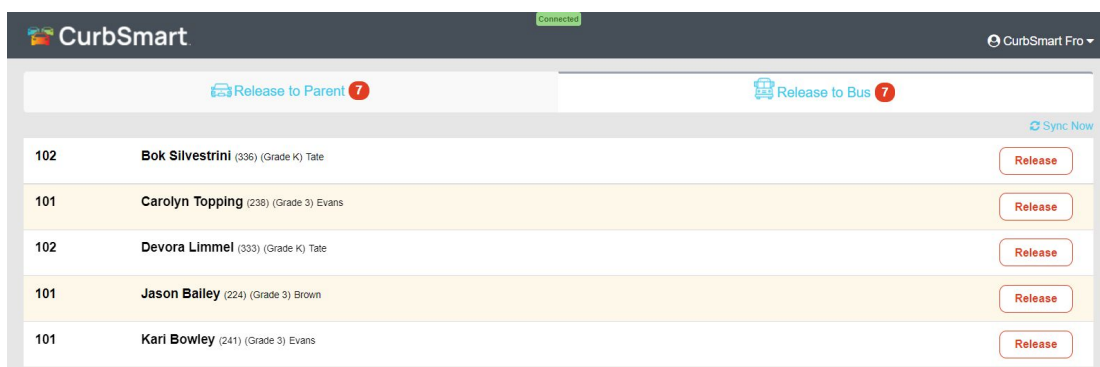
Additional Options:

On the Outside Admin screen, swipe left on the student row to see additional options.
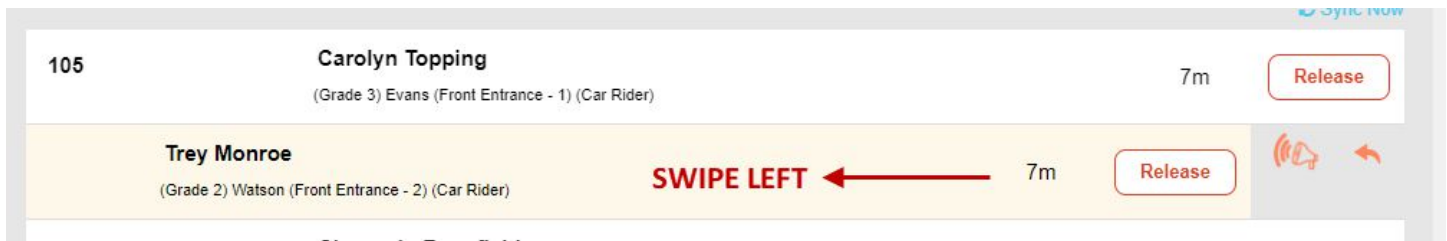


- **All Call (bull horn icon):** Use the all-call button to make an announcement regarding this student in CurbSmart. You'll be prompted to add a message (optional), and when complete, the message will be displayed across all screens in CurbSmart, regardless of the user's filters. The user can be given permission to create all-calls in User Management > Edit > User Settings. See the section on All-Call Management for more information on creating all-calls.

- **Move Back (arrow):** If you need to move the student back to the previous step (ie., Inside Admin screen), then click this button to move the student back to the Inside Admin screen. This option can be disabled per user in User Management > Edit > User Settings.



# ARRIVALS / MORNING CHECK-INS

With CurbSmart, campuses can check students in as they arrive on site. CurbSmart will record the time the student was checked in, the adult who dropped off the student, and the user who entered the student. As families arrive, the Arrivals Admin will press the 'Begin Check-in' button on the Arrivals tab to begin the arrival process.
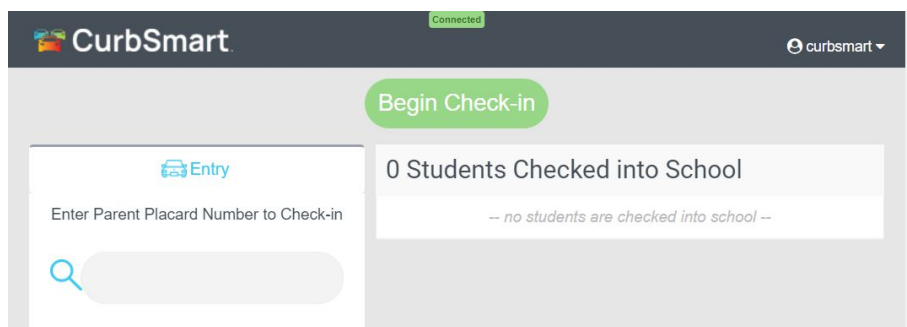


Once check-in has started, the arrivals admin can enter the placard number (or use the magnifying glass to search by student name) into the Arrivals tab in CurbSmart. The admin will see a prompt to select the student(s) and the adult who is dropping off the student(s). Once confirmed, the student will be considered checked into school.
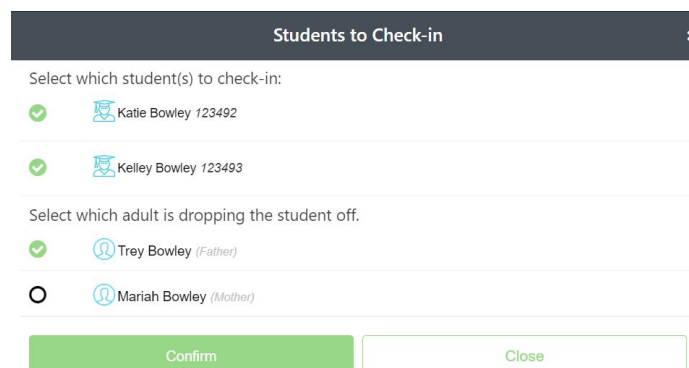
Students who are checked in will be listed in the Morning Check In report in the CurbSmart admin site. A student will be considered Tardy in the report if they are checked in after the morning cut-off time, determined by your school when you enable the Morning Check-In feature.

To enable the Arrivals/Morning Check-In module for your campus, please contact Nutri-Link Support. Once enabled, you'll let the representative know the cut-off time (when students will be considered tardy). Then, you'll determine which users have permission to begin the morning check-in process (and which users can see the Arrivals screen) in User Management > Edit. Make sure the Arrivals screen is set to Yes, and in User Settings, set Allow Begin Check-In.

When the Arrivals module is enabled for your school, you will see an 'Arrivals' tab at the bottom of your screen (if on a computer, laptop, or tablet), or in the menu (top-right on a phone).

# Surveys / Health Screenings



In addition to the Arrivals/Morning Check-In feature, schools also have the option to take surveys to gather information (i.e. health screenings) as students arrive on campus. When surveys are enabled, schools can opt to give parents access to complete the survey via the CurbSmart Parent app prior to arriving to campus. Or, Arrival Admins can complete the survey for each student as the students arrive and are checked into school via CurbSmart.

When a student's placard number is entered into the Arrivals screen, the Arrivals Admin will see an icon HS ✓ to the right of the student's name if the student has a completed survey (if the parent completed it prior to arrival). The Arrivals Admin will review the survey responses before confirming check-in. If the health screening has not been completed prior to arrival, the Arrivals admin will complete the survey as a part of the check-in process. Depending on the responses, the Arrivals Admin can choose 'Pass,' which will show the student as checked in, or 'Fail,' which will mark the student as Absent in CurbSmart.

If you'd like to create surveys to collect data from your families as they arrive at school, please contact Nutri-Link Support. Once enabled, the School Admin will see a 'Survey Management' tab under School Settings (must log out/in first). On this tab, the School Admin will add survey questions, determine the response type (Checkbox, Multiple Choice, or Short Answer), and mark whether the question is required.

# AFTER SCHOOL CHECK-IN & CHECK-OUT

This section will outline how to configure and use the After School Check-In / Check-Out module in CurbSmart.
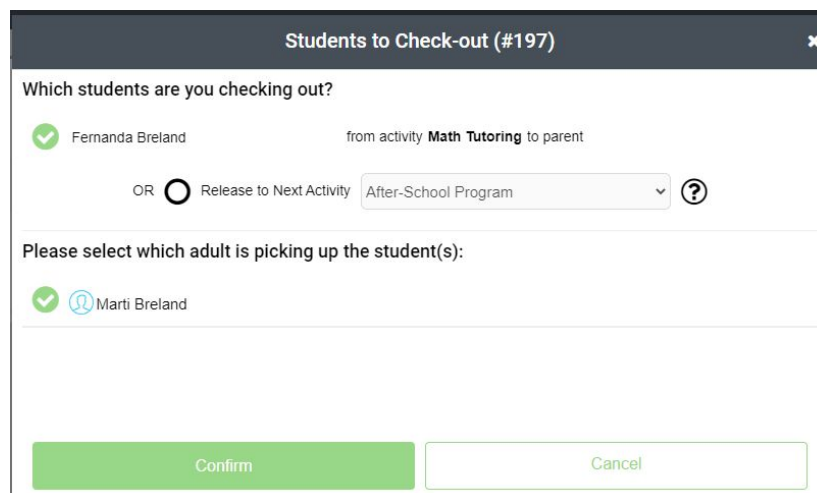
## Overview

The After School Check-In / Check-Out module allows schools the ability to release students from the classroom or holding area at the end of the day (optional), check students in to the after-school program as they arrive, check students out as the parents arrive for pickup, then sign out the students as they get in the car (optional). You can also release a student to another activity. Without this module enabled, the teacher can view the students in their classroom that are assigned to the activity and release them, but there is not an option to check them into the activity or release them when the parents arrive. Please contact Nutri-Link Support if you wish to enable this feature at your school.

After-School activities can be added in the CurbSmart Admin site under School Settings > Activity Management (see the section in this document for the basic setup). In this screen, you'll see the list of activities and can add a new activity by clicking the green Add Activity button at the top.

## Multiple Same-Day Activities

If a student attends two or more activities that occur on the same day, you track the check-in and check-out from each activity. Though not required, you can pre-assign a student to multiple activities from Student Management. Click the Activity icon (soccer ball), then go to Schedule an Activity. Click the Add button next to the activities the student should be added to. On the Scheduled Activities page, you can set the priority for the activities. If multiple activities occur on the same day, the student will be pre-loaded to the activity with the higher priority.

When dismissal begins, check the student into the activity as usual. Later, when the activity ends, the school user clicks the Check Out button. They will see an option "Release to next activity" with a drop-down menu to select the secondary activity from the list. The student will then appear on the After School screen, ready to be Checked In to the next activity.



In this image, the student is checked into the Math Tutoring activity. The user pressed the Check Out button, and can release this student to a secondary activity (i.e. After-School Program) by checking that option. When the user confirms, the student will appear in the After School list with the After-School Program label, and the button will show Check-In, indicating that the student can be checked in when he/she arrives to that activity.

# Adding a New Activity



To add a new activity that is available for Check-In/Check-Out, follow these steps:

1. Enter the activity name and set Load at Start to Yes.

2. Select the screen the students will be loaded on: Inside Admin or After School:

   a. **Inside Admin**: If you select this option, set 'Enable Check-In' to YES. Students who are assigned to the activity will load at the start of release on the Inside Admin screen with a green Release button. At the appropriate time, Inside Admins will send the students to the after-school program or activity and press the green Release button to indicate they have been released from the holding area. Once the student is released, the student will appear on the After School tab with a CHECK-IN button.

   b. **After School:** If you select this option, the 'Enable Check-In' will be set to YES automatically. Students who are assigned to the activity will load on the After School screen with the CHECK-IN button to the right of their name at the start of release. As students arrive, the After-School program staff member will check them in.

3. Set Select Adult on Pickup to YES if you'd like to choose which adult is picking up the student as they arrive. Set it to NO if you do not wish to do this.

4. Set the schedule for the activity. If you select the 'All School Year' or 'Selected Date Range' options, you'll also need to check the days that the activity will take place during that time frame.

5. Click Save, and you'll see the activity in the list.

Once you've created the activity, you can assign students to the activity in Student Management. Click the Soccer Ball icon to add the student to the activity. Note that students do not have to be added to the activity beforehand. Only students who are added to the activity will be pre-loaded in the Inside Admin or After School screens at the start of dismissal. If they are not assigned, then the staff member can still check the student into the activity from the After School screen.

# Examples

This section will provide some examples and showcase how the various after-school activity set-ups could work. Let's look at three examples of after-school activities:

1. **After-School Program**: This program is offered by the school. Students are dismissed from the classroom to the After-School area and checked in by the After-School Program staff.
2. **Math Tutoring:** This is offered at the school by teachers.
3. **YMCA**: This program is offered by a third-party organization off campus. Teachers will see the students who are dismissed to this program but are not responsible for tracking the check-in and check-out information once they've left campus.

Below are the configuration details for each activity:

|  | AFTER SCHOOL PROGRAM | MATH TUTORING | YMCA |
|---|---|---|---|
| **LOAD AT START** | Yes | Yes | Yes |
| **STUDENTS LOADED ON** | Inside Admin | After School | Inside Admin |
| **ENABLE CHECK-IN?** | Yes | Yes | No |
| **SELECT ADULT ON PICKUP?** | Yes | Yes | N/A |
| **SCHEDULE** | All School Year, Monday – Friday | All School Year, Monday & Wednesday | All School Year, Wednesday – Friday |

At the end of the regular school day, an Entry Admin begins the release process in CurbSmart.

**After-School Program student flow:**

1. Students assigned to After-School Program are loaded in the Inside Admin view with a green Release button.

2. The Inside Admin presses the green Release button to indicate the student has left the holding area and is headed to the After-School Program location on campus. When the button is pressed, the student will move from the Inside Admin screen to the After School screen.

3. The After-School Program staff member sees the student appear in the After School tab in alphabetical order by first name with a green Check-In button. The staff member will press CHECK-IN when the student arrives. Note: If a student is not pre-assigned to the After-School Program activity before dismissal started, the staff member can enter the student's placard number (or click the magnifying glass icon to search by name) in the entry field on the Check In tab on the After School screen. The student will be checked in to the activity for that day only.

4. When the parent arrives to pick up the student, the parent will either check-in via the CurbSmart Parent App (see the section on Parent Portal for more information on this), or an After-School Program staff member will press the blue Check-Out button next to the student's name OR enter the placard number in the Check-Out tab on screen. If entered by the staff member, then the staff member will need to select the adult that is picking up the student. Once complete, the student will move to the top of the list and show a red Release button.

5. There is an optional setting to require a confirmation for the student once they've been released from the holding area (like the Outside Admin step during the regular dismissal process). If enabled, then when the staff member presses the red Release button, the button will change to a yellow Sign-Out button. When the student reaches the parent's car, the staff member at the exit would press Sign-Out, confirm the student's and parent's information, then the student would disappear from the screen and move to History.

**Math Tutoring student flow:**

1. Students assigned to Math Tutoring are loaded in the After School tab, alphabetically by first name, with a Check-In button.

2. As students arrive at the tutoring location, the teacher or staff member marks the Check-In button next to the student's name. Or, if the student was not pre-assigned to the tutoring activity, they can enter the student's placard, or use the magnifying glass icon to search by student name, in the Check In tab. The student will be checked in to the tutoring activity.

3. When the parent arrives to pick up the student, the parent will either check-in via the CurbSmart Parent App (see the section on Parent Portal for more information on this), or a staff member will press the Check-Out button or enter the placard number in the Check-Out tab on screen. If entered by the staff member, then the staff member will need to select the adult that is picking up the student. Once complete, the student will move to the top of the list and show a red Release button.

4. See Step 5 from the After-School Program student flow for this optional step.

**YMCA student flow:**

1. Students assigned to **YMCA** are loaded in the Inside Admin tab with a red Release button.

2. At the appropriate time, the Inside Admin presses the Release button and the student will either a) move to the Outside Admin screen if the school has two-release enabled, or b) move to the History screen if the school has one-release enabled.

# Possible Scenarios

Let's consider what happens in the following scenarios:

- A student is assigned to an activity and loaded in the Inside Admin screen, and check-in is enabled so the release button is green (meaning the student will move to the After School tab when released by the Inside Admin). The parent pulls through the carline for the normal dismissal time, so the Entry Admin enters the placard in the Entry screen. On the Inside Admin screen, the green Release button will change from green to red. The Inside Admin will press release when the student has left the holding area, and the student will move to the Outside Admin screen (if two-release) or History (if one-release).

- A student is assigned to an activity and loaded in the Inside admin screen, but check-in is not enabled (so the Release button is red). The entry admin enters this student's placard in the Entry screen and receives a message that the student is assigned to the activity. The entry person will click OK, and the student will be moved to the top of the list, still with a red Release button. The Inside Admin will press release when the student has left the holding area, and the student will move to the Outside Admin screen (if two-release) or History (if one-release).

- A student is assigned to an activity and loaded in the After School screen, but NOT checked-in yet. If the Entry Admin enters the placard in the Entry screen, they will receive the following message: "[Student] is assigned to [Activity] today. Would you like to override and enter this student as a Car Rider today instead?" If the Entry

Admin clicks 'Yes, override,' then the student will move from the After School screen to the Inside Admin screen with a red Release button. But if the Entry Admin presses No, it will not enter the student.
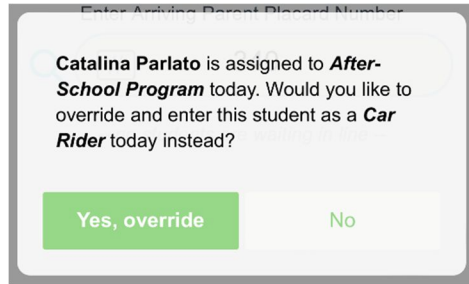


- A student is assigned to an activity and *checked in* on the After School screen. If the entry person enters the placard in the Entry screen, they will receive the same prompt as if they entered the student on the Check Out tab. When the Entry Admin confirms, the student will move to the top of the list in the After School tab with a red Release button. If the entry person cancels the message, the student will not be entered.
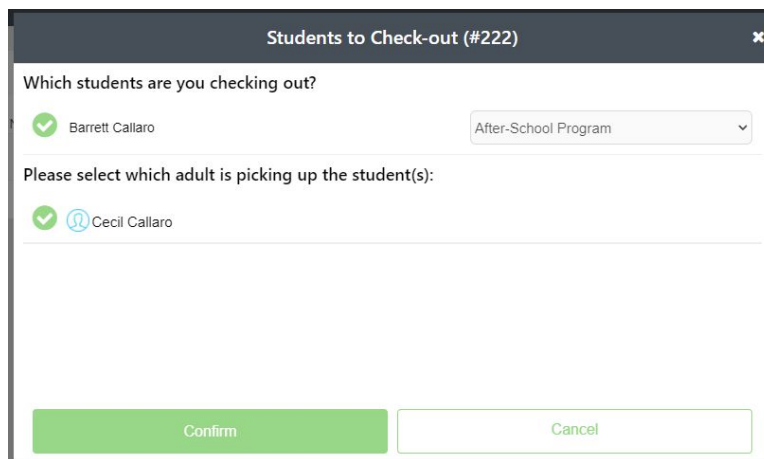




# SYSTEM SETTINGS

This section will cover the settings and configurations available in the CurbSmart Admin site. To access the Admin site, login to CurbSmart using a web browser on a computer or laptop at www.curbsmart.net with your school admin credentials. Contact the Nutri-Link Support Team if you need assistance.

## User Management

School Admins can add and edit user accounts in CurbSmart in User Management. Please note that before you can add a new user, you must have at least one pickup location created. Please click here to watch a short video tutorial on adding users or read the directions below.

1. Go to System Settings > User Management. Click Add User and enter the First and Last Name, Email, Username (can be same as email), Password (must be at least 8 characters, contain 1 capital letter, 1 lowercase letter, and 1 number), and contact number (optional).
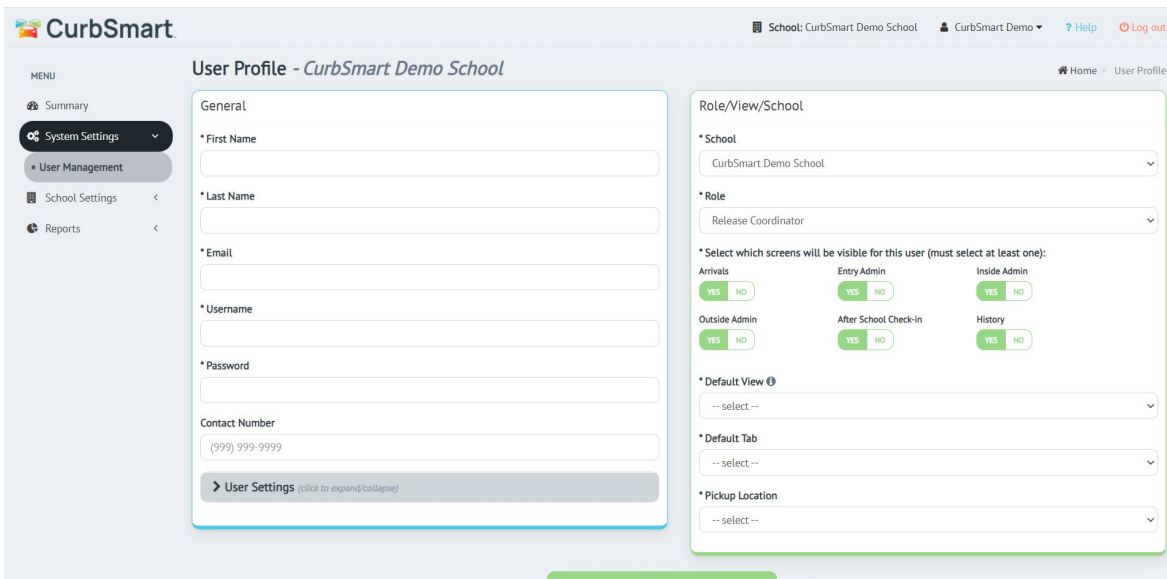
2. In the Role/View/School section to the right, select their Default View. The default view is the screen the user will see when they login to CurbSmart.
   a. **Entry Admins** enter the placard numbers into CurbSmart.
   b. **Inside Admins** are with the students in their holding areas (i.e. Classrooms, hallways, gym, etc.) and are responsible for releasing the students from the holding area.
   c. **Outside Admins** are only used if your school plans to use the two-release method; these users will be on the outside of the building at the pickup locations where the students will be exiting. They are responsible for releasing the students once they are released from the classroom to the car.

3. Set the Default Tab: Depending on your selection for the Default View, you'll see options to determine which tab within that screen they'll see when they first login to CurbSmart.

4. Determine which screens they can see in CurbSmart. By default, users will see each screen (Entry, Inside, and Outside, if two-release is enabled). If you'd like to hide a screen, change the toggle to No. For example, if a user is an Inside Admin, you can hide the Entry Admin and Outside Admin screens from their view so they cannot switch between screens.

5. In the Pickup Location field, select the pickup location for that user. While the pickup location is a required field for a user, it is most important that the pickup location is set correctly for the Entry Admin users. See the section on Pickup Locations for more information.

6. Click to expand the User Settings. In most cases, these settings can remain as is, but here is a brief explanation of the settings:

a. **Allow Font Change:** Allows the users to increase the font size in the Inside and Outside Admin views

b. **Allow User to See Red Flags:** Determine if the user will be able to see red flags on students during the release process. See the section on Red Flags for more information.

c. **Allow Reset Process**: This allows the user to be able to do a quick reset of the pickup process, which can be helpful when running a test prior to dismissal. We recommend leaving this option off for most users. If enabled, the user will see an option in the menu (top right corner when logged in) "Reset Today's Process."

d. **Allow Begin Release**: This allows the user to start the release process at the beginning of dismissal. We recommend only giving this permission to Entry Admins. If enabled, the user will see a green "Begin Release" button at the top of the screen before dismissal starts.

e. **Allow Begin Check-in**: This allows the user to start the morning check-in process, if enabled at the school. We recommend only giving this permission to the person(s) responsible for checking students in during the morning drop-off. If enabled, the user will see a green "Begin Check-in" button at the top of the screen before drop-off starts.

f. **Play Placard Appear Sound**: When enabled, this will play a sound whenever a new placard appears in their view in the Inside and/or Outside Admin tab. This can also be enabled/disabled in the pickup site when the user logs in and clicks on their name in the top-right.

g. **Allow Edit Filter**: This allows the user to change their own filter when logged into CurbSmart. To change their filter, they would click their name or Menu icon in the top-right, then select Add/Edit Filter. Whenever changing filters, the user will need to logout/in to see the updated change.

h. **Add Student Button**: If enabled, the Entry Admin will see an 'Add Student' button on the Entry Screen > Verify Entry tab. This allows the user to add another student to the placard for today only. This is helpful when a parent has not let the school know that they are picking up another student ahead of time.

i. **Allow Send All-Calls:** When this setting is YES, the user will be able to create and send an all-call through CurbSmart.

j. **Hide Release Button From Inside Admin:** This allows you to hide the Release button from the Inside Admin screen. Users with the button hidden will see student names appear, but they will not be able to release them.

k. **Hide Release Button From Outside Admin:** This allows you to hide the Release button from the Outside Admin screen. Users with the button hidden will see student names appear, but they will not be able to release them.

l. **Enable Stepback:** This setting allows you to remove the ability to move a student back to the previous stage in all screens in CurbSmart.

m. **Allow Student Search:** This gives the user the ability to search for a student from the Menu to view information like classroom, activity, bus and release history.

n. **Hide Check In from After-School**: When set to Yes, this will hide the Check In tab for the user in the After School screen. This only applies to schools with the After-School module enabled.

o. **Hide Check Out from After-School:** When set to Yes, this will hide the Check Out tab for the user in the After School screen. This only applies to schools with the After-School module enabled.

p. **Hide Students View from After-School:** When set to Yes, this will remove the list of students from the After School screen. This only applies to schools with the After-School module enabled.

q. **Is Active**: Set this to No if you'd like to deactivate a user instead of deleting them. They cannot login to CurbSmart while their account is deactivated.

7. Apply filters to each user, if necessary. Filters allow you to determine which students the user will see in their Inside or Outside Admin views (i.e. only 1$^{st}$ graders, students belonging to Ms. Smith's classroom, or students entered at a specific entrance, etc.). Users can filter students by grade, pickup type, classroom, placard, activity, pickup location, and bus. To apply a filter, click the Filter icon in the Actions menu. Choose Filter By (i.e. Grade, Classroom), then choose the Filter value, and click Save. Multiple filters can be added in the case the teacher should see multiple grades, classrooms, etc. by choosing a second Filter value from the list, then click Save again. Note: Users will need to log out/in to CurbSmart after their filter has been applied or changed.

| Teacher Brown | teacherbrown | teacherbrown@curbsmartdemo.com | (999) 999-9999 | YES | CurbSmart Demo School | Inside Admin | |
| Joe Campbell | joecampbell | joecampbell@curbsmartdemo.com | (222) 222-2222 | YES | CurbSmart Demo School | Inside Admin | |

## Sub Accounts

If a teacher is absent from school and you'd like to give access to a substitute to release students in their place, there are a few options to handle this in CurbSmart.

1. Have the teacher provide the sub with their username/password (we recommend that they change their password first, then change it back after they return).

2. Create a user account for the substitute. Create the sub as a user in CurbSmart with their own username and password. Be sure to apply the appropriate filter to their account. Once they are finished with their sub duty, you can deactivate the user (so that you can use this same account again later if needed), or delete the account.

3. Create a generic sub login(s). Some schools create a sub account for each classroom; others create an account for each grade. To create a sub account, simply add a new user and give the user a generic name (i.e. 1$^{st}$ Grade Sub, or Smith Sub). The email is required but does not have to be an actual email address (i.e. smithsub@curbsmartdemo.com). Set the username and password, then set the Default View to Inside Admin. Select any pickup location (this is a required field but won't have any effect for substitutes since they are only

releasing students). Click Save to create the new account. Next, apply the filter for the sub account (i.e. Classroom, Grade, etc.) so that this new account will only see the students in that filter.

# SCHOOL SETTINGS

## Pickup Type Management

Pickup Types determine how the student will be released from school (i.e. Car Rider, Bus Rider, Walker, Bike, etc.). By default, all students are set as Car Riders. School Admins, or parents, if the school chooses, can change the default pickup type or create schedules for different days. Refer to the section 'Pickup Types' under Student Management for more information on how School Admins can make pickup type changes.

School Admins can manage the pickup types available for your school in School Settings > Pickup Type Management. When you add a new pickup type, you can set the pickup type to 'Load at Start,' which means that all students with this pickup type will automatically appear in the Inside Admin view when the release process begins for the day. Otherwise, if Load at Start = No for the pickup type, the student's placard must be entered by an Entry Admin for that student to appear in the Inside Admin view.

For example, the Load at Start option can be helpful for students who walk home (i.e. Walkers). Create the pickup type 'Walker' and set it to Load at Start. When the Entry Admin presses 'Begin Release,' all students set to the Walker pickup type for today will automatically load in the Inside Admin screen so the teachers can release them.

Pickup types can be applied as filters on users so that they will only see students associated with the specified pickup type.

**Note:** If your school plans to use buses, contact the Nutri-Link Support Team to enable the Bus feature first. When the bus feature is enabled for your school, you'll see the Bus Rider pickup type in the Pickup Type Management screen. Please refer to the section on Bus Management for more information on how buses work in CurbSmart.

## Pickup Locations

The pickup location refers to the release location where students will go to be picked up by their parent/guardian (i.e. Front Entrance, Side Entrance, etc.).

Pickup locations are linked to user accounts, but it's most critical that the Entry Admin accounts are linked to the appropriate pickup location (if more than one pickup location exists for the school). For example, if a school has a Front Entrance and Side Entrance for car riders, then it's important to have an Entry Admin assigned to the front entrance, and another Entry Admin assigned to the Side Entrance, which can be set in System Settings > User Management > Edit User. When the Entry Admin assigned to the Front Entrance enters a placard, the student will show this pickup location in the Inside Admin screen so teachers and staff will know where to send the students.

School Admins can manage pickup locations in School Settings > Pickup Locations. Each pickup location must be associated with a pickup type. For instance, if all car riders are dismissed to the front entrance, then the Front Entrance pickup location would be associated with the Car Rider pickup type. If the Entry Admin enters the placard of a student

that is set to a different pickup type than the Entry user's pickup location/type, then the Entry Admin will see a prompt that the student's pickup type will change. See more on the pickup type change process in the FAQ section.

Pickup locations can be applied as filters on users so that users will only see students entered at that pickup location.

## Pickup Stations

Pickup stations are designated spots at the pickup location that are assigned to cars in the order they are entered by the Entry Admin. If your school has cones or colored poles at the pickup location and you want to assign cars to these stations in the order as they arrive in the car line, then these can be set up in School Settings > Pickup Locations > Pickup Stations (accessed by clicking on the circle with the plus sign in the Action column).

To add a pickup station, click the Add/Edit Pickup Station button in the Action column, then enter the name of the station (i.e. Cone 1 or Red) and the number of lanes (or, the number of placards that are assigned to this station before moving to the next station).



When the Entry Admin enters the placard, it will be associated with the Entry Admin's pickup location and the next available pickup station.

**Example:** At the front entrance, there is one lane and 4 cones. As the cars arrive, the first car is assigned to Cone 1, the second to Cone 2, and so on. As the Entry Admin enters placards, the first placard is assigned to Cone 1, and the student's name on the Inside Admin tab shows the pickup location and station (i.e. Front Entrance – Cone 1, Front Entrance – Cone 2, etc.).

Group Stations by Color – when this option is enabled, all placards entered in the queue will be assigned the first color. Once the placards have cycled through the first round of pickup stations, the next color will be assigned, and so on.

# Grade Management

School Admins can add and manage grades in School Settings > Grade Management. Students are assigned to grades in Student Management or when they are imported from a student database. Note that the grades must be listed exactly as they are listed in the student import file. Grades can be applied as a filter for release coordinators and can be used as a display field on the Inside Admin and Outside Admin screens.

## Multiple Release by Grade

CurbSmart has the option to enable Multiple Releases for your school, which is helpful if your school has different release times per grade. If this applies to your school, contact the Nutri-Link Support Team to enable this setting. Once enabled, the school admin can assign specific grades to each release time.

For example, let's say that a school has three different release times: K-1$^{st}$ grades are released first, then 2$^{nd}$-3$^{rd}$ graders are released later, and lastly, 4$^{th}$ and 5$^{th}$ graders are released. In Grade Management, edit the grade, and you'll see an option to assign the grade to a release time (in this example, either First Release, Second Release, or Third Release).

When the entry admin logs in, the Begin Release button will now show 'Begin 1$^{st}$ Release'. When this button is pressed, it will change to 'Begin 2$^{nd}$ Release'. Don't press this button until you are ready to start the second release for your school. During first release, only students in those assigned grades (in this example, K and 1$^{st}$) can be entered in the list. Students can only be entered in the queue if their grade corresponds with the current release time (or an earlier release).

For example, a parent has two students – one in 1$^{st}$ and one in 3$^{rd}$ grade. If the parent arrives during the first release, the entry admin will enter the placard and the 1$^{st}$ grader will be entered in the queue only. Once the second release starts, the parent's number would need to be re-entered by the entry admin to enter the remaining 3$^{rd}$ grade student. However, if the parent arrives after the Entry Admin presses 'Begin 2$^{nd}$ Release', then when the placard is entered, both 1$^{st}$ and 3$^{rd}$ grade students will be entered into the list.

# Classroom Management

Classrooms can be applied as a filter for release coordinators so that they only see the students that belong to that classroom. They can also be used as a display field in the Entry, Inside and Outside Admin screens, or used for reporting purposes. School Admins can add and manage classrooms in School Settings > Classroom Management. The classrooms must be listed exactly as they are listed in the student import file. See the section on User Management > Step 5.

Students can be added to a classroom through Student Management or from Classroom Management. This section will cover Classroom Management. To add students to a classroom, click on the blue 'Students (#)' link to the right of the classroom name. Select "Add Classroom Student" and search for the student by name or student ID. Click the 'Add Student to Classroom' button in the Action column to the right of the appropriate student.

A student can only be assigned to a single classroom unless you have the Classroom Schedules feature enabled. With Classroom Schedules, you can set a default classroom for the student and then adjust the classroom per day or on a scheduled basis. Contact the Nutri-Link Support Team if you'd like this setting enabled for your school.

If enabled, you'll see a Class Schedules icon next to each student when you click the blue 'Students (#)' link in Classroom Management. Click the link, then use the pencil (Edit) icon to change the default classroom on the 'All Class Schedules' tab, or navigate to the Add Class Schedule tab to add a classroom schedule for this student. The student's classroom will defer to the default classroom on days when there is no classroom schedule added.
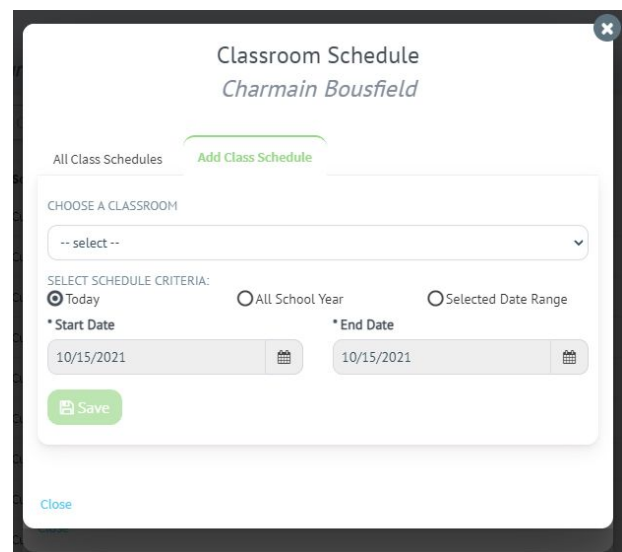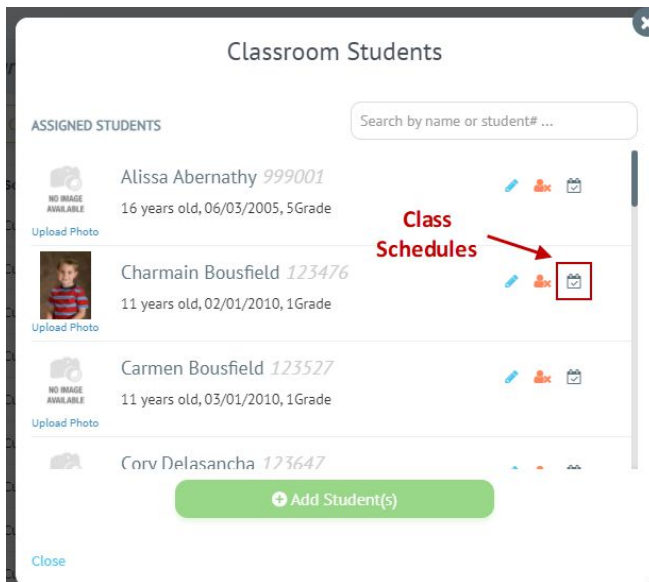


# Bus Management

There are two main approaches to managing the release of buses in CurbSmart. If you'd simply like to announce when a bus is ready to be released, without seeing specific students on each bus, then you can use the All-Call feature to announce when a bus is ready to be released. See the All-Call Management section for more information on configuring this.

But, if you'd like to see the specific students who are assigned to each bus and have teachers release them to their bus, you'll want to use the Bus feature in CurbSmart. This feature must be enabled by the Nutri-Link Support Team, so please contact a representative to assist. Once enabled, School Admins can add and manage buses in School Settings > Bus Management. Buses can be applied as a filter for release coordinators.

Buses can work in either of two ways in CurbSmart:

**Option 1:** Buses are entered into the queue as they arrive at the school. An entry person will enter the bus number in the Entry > Arriving Buses tab in CurbSmart. The bus will show the list of students who are a) assigned to the bus **AND** b) set to the pickup type: Bus Rider for today. The user will click Confirm to enter the bus in the list. The Bus will appear in the Buses Waiting in Line queue on the Entry screen, and will also be listed, grouped by bus number, on the Inside Admin > Release to Bus tab.
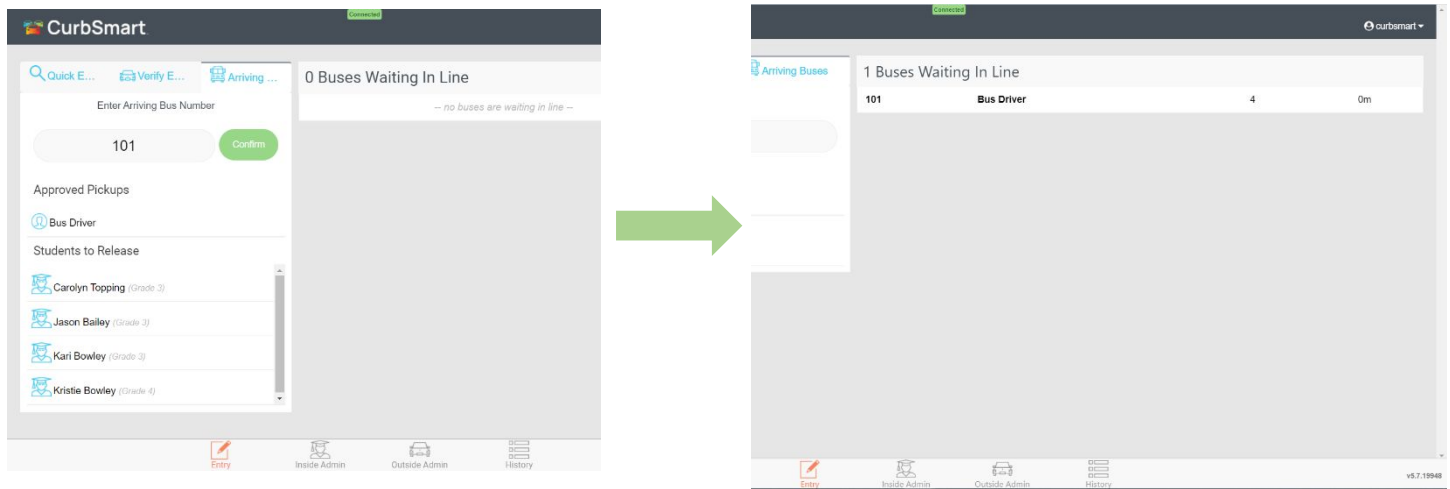


**Option 2:** Buses are pre-loaded in the Inside Admin > Release to Bus tab when the 'Begin Release' button is pressed at the start of dismissal. With this option, there is not a need for an Entry person to enter the bus number. Instead, buses will appear in the queue in the Inside Admin > Release to Bus tab as soon as the process starts that day. Students who are a) assigned to the bus **AND** b) set to the pickup type: Bus Rider for today will be listed and grouped by bus number.
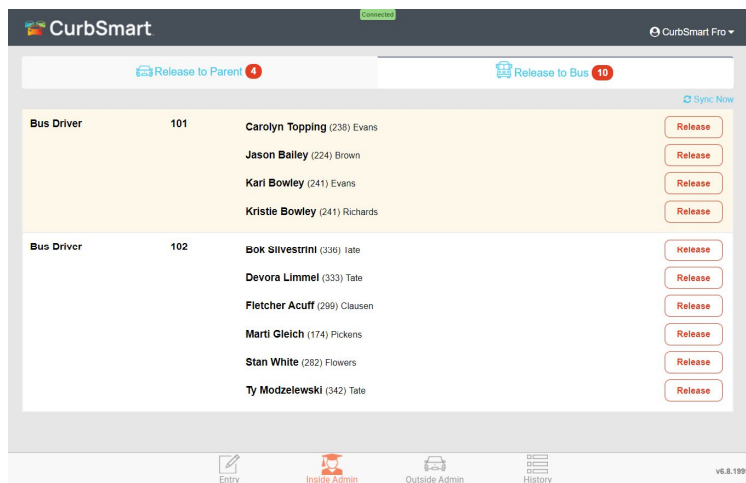


In either option, Inside Admins (teachers, etc.) will see the students assigned to that bus on the Release to Bus tab. They will only see the students on the bus that belong to their filter (i.e. Classroom, grade, etc.). Inside Admins can tap the 'Release' button when the student has been released to the bus.

If your school uses the two-release / Outside Admin option, then students will appear on the Outside Admin > Release to Bus tab **in the order they are released from the Inside Admin view**. The student's names will be listed, along with the bus number. The Outside Admin can tap 'Release' to mark that the student boarded the bus.

See the section on The Release Process for more information on buses.

Creating Buses & Assigning Students

To create a new bus, go to Bus Management and click Add Bus. Select a user to be designated as the Driver. We have added a placeholder 'Bus Driver' user that you can use, located at the bottom of the drop-down list (located at the bottom of the list). Enter the bus number and click Save.

To add students to the bus, click on the blue Students (#) link in the same row as the bus. Select "Add Student" and search for the student by name. Check the box next to the student to add them to the bus. You can repeat this process for all students assigned to this bus. When finished, click Save. You'll be prompted to change the students' default pickup types to Bus Rider: **answer Yes**. This will change the pickup type to 'Bus Rider' for all students added to the bus so that they'll appear on the bus list when entered by the Entry Admin or pre-loaded at the beginning of dismissal.
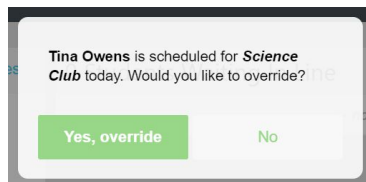
**Note**: As mentioned earlier, students must be assigned to a bus **and** designated as the Bus Rider pickup type for that day to appear in the bus list when the bus number is entered during dismissal. It is possible to set a student's default pickup type to Bus Rider and create exceptions for when they go home a different way. Refer to the section 'Pickup Types' under Student Management for more information.

# Activity Management

Activities can include after-school practices, clubs, or meetings (i.e. Drama, Band, Chess Club, etc.) and can be scheduled as a one-time event or on a recurring basis. School Admins can add and manage activities in School Settings > Activity Management. Activities can be applied as a filter for release coordinators. Activities can be set to 'Load at Start':

- o  If 'Load at Start' is Yes, then students who are assigned to the activity will appear in the Inside Admin screen immediately at the start of the release process on the days the activity is scheduled to occur. In other words, no placard will need to be entered for these students, and the Inside Admins can release them directly from the Inside Admin screen to designate that the student has been released to the activity.
- o  If 'Load at Start' is No, then the placards will need to be entered in the Entry Admin screen. When a placard is entered that contains a student assigned to an activity for that day, the Entry user will see the following message:

> Tina Owens is scheduled for *Science Club* today. Would you like to override?
>
> **Yes, override**        No

Click 'Yes, override' if you'd like to enter the student into the queue to be called for release. Select 'No' to enter the remaining siblings, if any, that are not assigned to this activity instead.

**Example**: When a parent arrives during the normal dismissal time to pick up students that are not in the activity, then the Entry Admin will enter the placard and select No so that the remaining, non-activity students will be entered in the list and called for dismissal. Later, when the parent arrives to pick up the student from the activity, the placard can be re-entered, and the Entry user will see the message that the remaining student has been entered into the list. The Inside Admin will see the remaining student assigned to the activity appear in the queue ready to be released.

CurbSmart also offers an After School Check-In / Check-Out module, which allows the After School Program to track the student's attendance at the activity, as well as when the student has been released from the activity and loaded into the car. See the section on After School Check-In & Check-Out for more information.

## Creating Activities & Assigning Students

Click Add Activity to create a new activity. Enter the name, select the time frame, and choose whether the activity should be load at start.

Once the activity is created, you can add students to the activity in Student Management. Search for the student, then click the soccer ball icon to the right of the student in the Actions column. Select the 'Schedule an Activity' tab and click 'Add' next to the name of the activity. The student has been added to the activity, as shown in the 'All Scheduled Activities' tab. Note that students cannot be added to activities where the time frame overlaps.

## Removing or Cancelling Activities

You can remove a student from an activity, or cancel the activity for the student for a specific date by clicking the red trash can icon in the 'All Scheduled Activities' tab. Next, you'll see a message to either delete the activity from the student, which removes the student from the activity, or cancel the student from the activity for a specific date. You'll see the cancelled dates on the 'All Cancelled Activities' tab.

You can also cancel the delete the entire activity or cancel the activity for all students for a specified date. In Activity Management, click the red trash can to delete the activity. Click the cancel icon to cancel the activity for a specified date.

# All-Call Management

All-calls in CurbSmart are like making an announcement over the intercom and are issued during dismissal either by the Entry, Inside, or Outside Admins. All-Calls can be issued for several reasons, and they can be made for specific students, or for more general announcements or updates, like when certain student groups are ready to be dismissed, changes to dismissal, etc.

When an all-call is made, a red alert will appear at the top of EVERY user's screen in CurbSmart, regardless of role or filter. To dismiss an all-call, the user will click the 'X' button in the top right, or the 'Clear All' link if there are multiple all-calls. Note that the all-call will disappear for that user only so that it doesn't disappear from everyone's screen before they've had time to see it.

During release, a release coordinator (i.e. Entry, Inside, or Outside Admin) can create an all-call in either of two ways:

- **All-Call for a single student:** After a student has been entered in the list (and before they have been dismissed from school), the user can swipe left (if on a phone or tablet), or left-click and drag left (if on a computer) on the student's name in the student's row. The user can enter an optional note, then save to create the all-call. The all-call will show the student's name, grade, classroom (if assigned), and optional note. The user can click 'More Details' to view the user who created the all-call and the time it was created.

  For example, if a student has been released from the Inside Admin screen by the teacher but is taking a while to show up at the exit location, the Entry or Outside Admin user can create an all-call for the student to check on

their status. All teachers would see the all-call so that all eyes can be on the lookout for the student to send them to their appropriate destination.
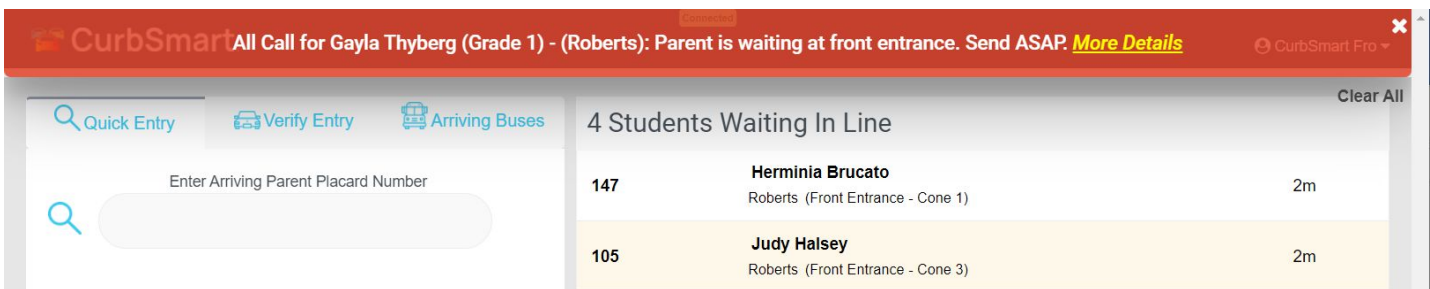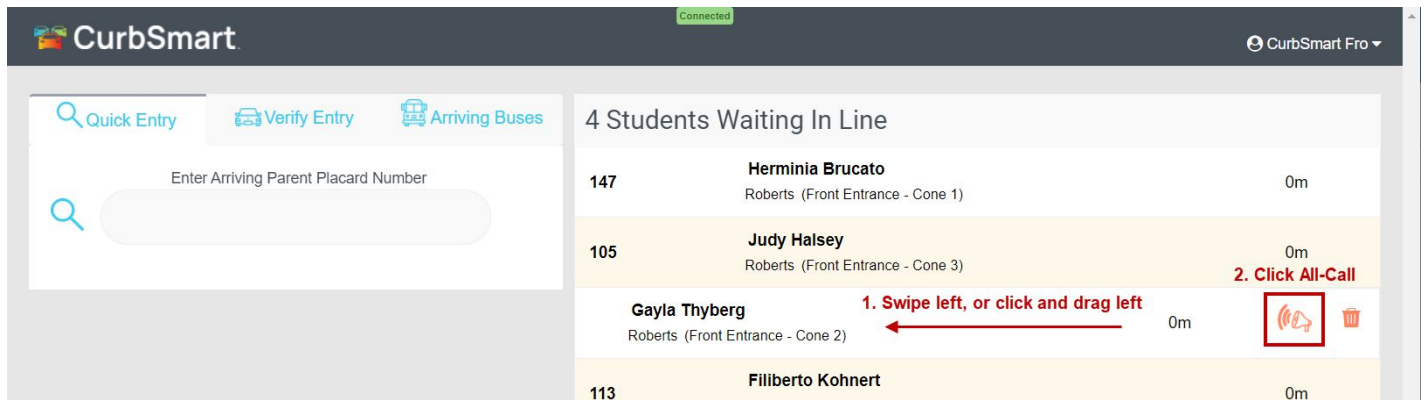




- **Custom or Pre-determined All-Call Message:** School Admins can create pre-determined all-calls for common announcements or messages. Some schools opt to use all-calls to call buses, walkers, etc. or notify teachers when dismissal ends.

  To create a pre-determined all-call message, login to CurbSmart with the school admin credentials and go to School Settings > All-Call Management and click 'Add All-Call Choice.' Enter the text that you would like to display and click Save. During dismissal, the release coordinator (i.e. Entry, Inside, or Outside Admin) can issue a new all-call using the pre-determined message by going to the Menu (top-right corner), then All-Calls. Select the pre-determined text from the drop-down, then click 'Send' to see the message appear at the top of all users' screens.
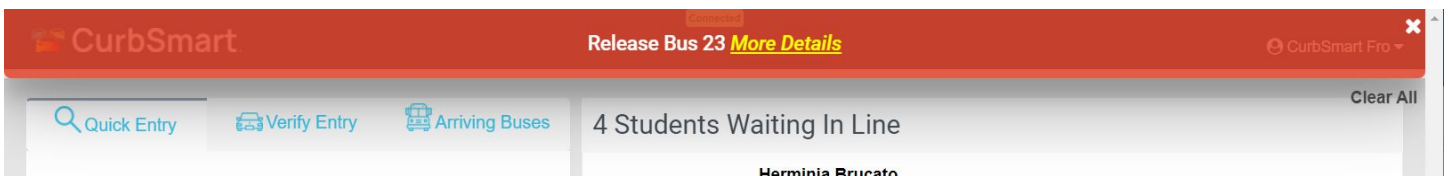


  In that same drop-down, release coordinators will also see a 'Custom' choice at the bottom of the list, which allows the user to enter their own note or message instead.



# STUDENT MANAGEMENT

In Student Management, you can access all students in your school and make various changes, as listed in this section. You'll also see the assigned placard number for each student. Placard numbers are required for all students in order to be entered in the queue for dismissal.

## Adding New Students

School admins can add new students in School Settings > Student Management. Select Add Student and provide the required information (Student Number, First Name, Last Name, Birth Date, Grade). Note: If you don't know the student's birthdate, you can enter a generic date in the past (i.e. 01/01/2000). Birthdates are only used in a few areas to display the student's age.



- **Auto-Assign Placard Number:**
  - If this option is set to No, then you can enter the placard number that you'd like to provide for the student in the Placard Number field. This could be helpful if you want to add this student to an existing placard number, like in the case of adding siblings to the same placard.
  - If this option is set to Yes, then the Placard Number field will be deactivated, and CurbSmart will automatically assign the next available placard number for the student upon creation.

- **Active**: By default, any new student will be active in CurbSmart. If this option is set to No, then the student will become inactive and will not be listed in the Inside Admin screen if their placard is entered in Entry during the dismissal process.

- **Classroom:** If your school wants Inside Admins (i.e. teachers) to see students only assigned to their classrooms, then make sure to select the appropriate classroom for this student in the drop-down (see the section on Classroom Management for details on setting up classrooms and the section on User Management for information on how to apply classroom filters).



## Managing Students

In the Student Management table, each column can be sorted by clicking on the column header. By default, the students are sorted by Student Number. Search for a student by name, placard number, or student number using the search bar in the top right corner.

## ACTIONS

- o The **View** button 👁 shows the student's details and the option to mark the student as absent or checked out early. You can view a report of Absent or Checked Out Early students in Reports.
- o The **Edit** button ✏ allows you to make changes to the student's information, update the classroom or bus (if used), and change the student's active status
- o The **Delete** button 🗑 allows you to remove the student from CurbSmart. This cannot be undone.
- o The **Activities** button ⚽ allows you to view and assign activities to the student. This icon is only shown when an activity exists for your school. See the section on Activity Management for more information.
- o The **Pickup Type** button 🌲 allows you to change the student's default pickup type and/or schedule a pickup type. See the section below on Pickup Types.
- o The **Carpool** 👥 button allows you to add the student to a carpool with another student for today, all school year, or a specified date range. See the section on Carpools for more information.
- o The **History** ☰ button allows you to view the student's release history for the current day. You can also see this information in the Student History report.
- o The **Mark Red Flag** button 🚩 allows you to add a red flag and note to the student. Red flags can be viewed by the Entry, Inside and Outside Admins when the placard is entered when the user has 'Allow User to See Red Flags' enabled.



## Pickup Types

A student's pickup type denotes the way the student will be dismissed from school. Students are set to Car Riders by default and can be changed to another method of dismissal by default or on specified days. Refer to the section 'Pickup Type Management' for adding and editing pickup types for your school.

In Student Management, locate the student using the Search bar in the top right. Click the Pickup Type icon in the Action column.

- **All Scheduled Pickup Types**: In the pop-up, you'll see the 'All Scheduled Pickup Types' tab, which shows the default pickup type and any upcoming scheduled pickup types for the school year. To change the student's default pickup type, click the Edit button (pencil icon) in the Action column to the right of the default option. Select the new pickup type and click Save. You can enter an optional note, which can be viewed in the Action column of the 'All Scheduled Pickup Types' tab or in the Student Pickup Type Change report.

- **Schedule Pickup Type**: If you wish to change the pickup type, or way home, for a student for a specific date or date range, click on 'Schedule Pickup Type' tab and choose the new pickup type (this shows a list of pickup types that were created in Pickup Type Management). Select when this pickup type change should occur (today, all school year, or a selected date range). When you select All School Year or Selected Date Range, you'll also be prompted to select which days of the week this change should occur. When finished, click Save, add a note (optional), and you'll see the scheduled pickup type listed in the All Scheduled Pickup Types tab, beneath the default. You can view a list of all scheduled pickup type changes in the Scheduled Pickup Type Change report.

**Note:** At times, parents may not communicate changes to a student's way home, or pickup type, before dismissal. In this case, if a parent arrives in the car line but the student is set to a different pickup type other than Car Rider, then CurbSmart can handle this process as well. Refer to the section in the FAQ about what will happen with these pickup type changes.



## Carpools

Students can be assigned to carpool or ride home with a friend for a specified time in CurbSmart. A carpool be scheduled for today, all school year, or a specific date or date range by clicking the Carpool icon.

To create a carpool, click the Carpool icon from the Actions menu to the right of the student's name in Student Management. First, you'll see the list of student's carpools. Click the Create Carpool button to add a new carpool. Search for the name of the other student who this student will be riding home with. Click the Add Carpool Student icon in the Actions column to the right of that student's name.



If there are other siblings on the placard, you'll be prompted with a message to include them too. If you'd like to include the siblings in the carpool, check the boxes next to their names, then click Next. If the siblings are not included in the carpool, do not check their names, and click Next. Lastly, select when this carpool will occur. You can select Today, All School Year, or a Selected Date Range. When selecting All School Year or a Selected Date Range, you will need to select the days of the week that this carpool occurs. For example, if the carpool occurs every Thursday for the fall semester, choose Selected Date Range and set the start and end dates. Check TH (Thursday) in the 'Repeat every' section and click Save. Going forward, on Thursdays, when the carpool's placard is entered in the car line, this student's name will also appear in the queue.
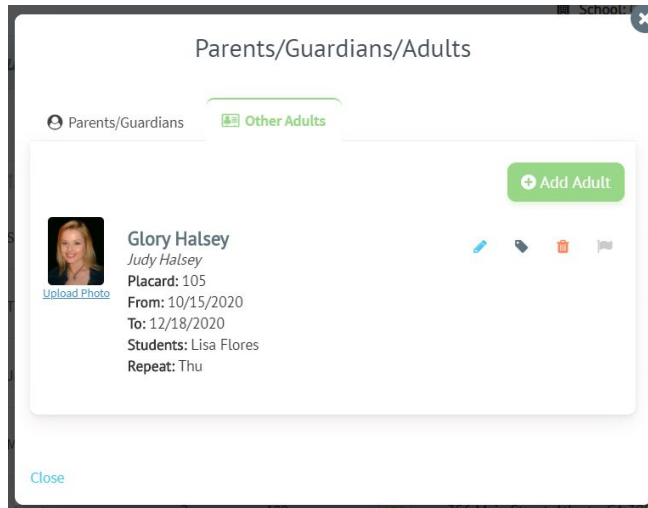


If you need to modify or remove a carpool for a student, click the blue Adults link to the right of that student in Student Management. In the Parents/Guardians/Adults window, go to the Other Adults tab. You'll see the parent and student names responsible for the carpool, and an option to edit or delete the carpool.

To view a list of all Carpools in CurbSmart, go to Reports, then Carpool. Use the Date Picker to view the carpools for that date.



## Red Flags

Red flags are helpful when needing to alert the Entry Admin of potential security issues, like noting adults that should not be allowed to pick up a student, as an example.

School Admins can add a red flag to any student or parent in CurbSmart. To add a red flag, click the Red flag icon next to the student or parent name (in Parent Management), and enter a note (optional). When this placard is entered, the Entry Admin will see a red alert message, along with the note, if that user has 'Allow User to See Red Flags' enabled in User Management.
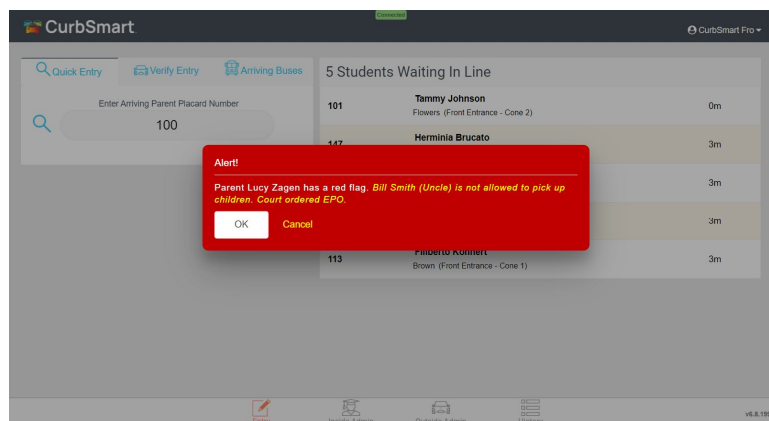


Likewise, if the Inside or Outside Admins also have the option enabled to see red flags, then they will see the red flag next to the student's name in the Inside or Outside Admin views. If they click on the student, they'll see the red flag note as well.

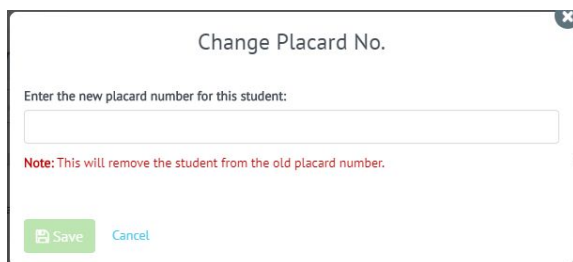Red flags can be removed by clicking the Red Flag icon in Student Management.

## Changing Student Placard Numbers

When students are imported into CurbSmart, the implementation specialist will attempt to use the Family ID, or street address and parent/guardian names to determine sibling matches. However, if you come across a situation where siblings are not assigned to the same placard number, you can change the number in Student Management to match the sibling.

To do so, locate the student using the Search bar in the top right. Place your cursor over the placard number for that student. You'll see two icons:

1. **Change Placard No. (pencil icon):** If you want to change a student's placard to a different number, click the Edit icon. You'll see a pop-up with a space to enter the new placard number. This is helpful if you've identified that a student needs to be combined with their sibling on the same placard. For example, if Student A is placard 100, and Student B (the sibling) is on placard 105, then you can change Student A's placard number to 105. This will remove Student A from placard 100 and add the student to placard 105. When 105 is entered by the Entry Admin in the car line, it will show both Student A and Student B.
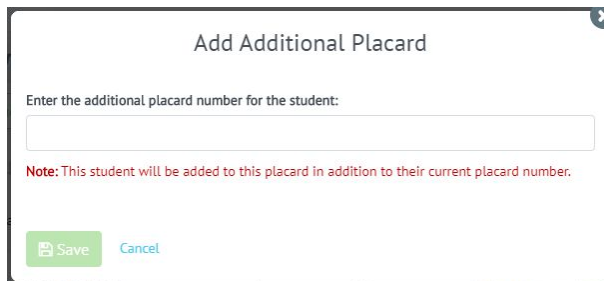


2. **Add Additional Placard (plus icon):** If a student is missing a placard number, or if you want to add a student to more than one placard number, click the plus icon and enter the number to which you want to assign the student. This is helpful in the case where you have separated parents – the first parent can be assigned to one placard number, and the second parent can be assigned to another placard number.



# PARENT MANAGEMENT

When students are imported into CurbSmart during the initial setup, parent names (for up to two adults), address, and the contact number can be imported as well, and they will be linked to the same placard number as the student. However, if the student import file does not include parent names, then CurbSmart will create a placeholder parent on the same placard number as the student, called 'Approved Adult.'

Parents can be edited by the School Admin. School Admins can update parent names, contact information, add/remove students, and add/remove adults by clicking the Edit icon (pencil).

- **Basic Information** - Edit a parent's information, like name, contact number, relationship to the student, address, and vehicles. You'll see a button to Link to User in the top right. If you click this button, this unlocks the Email,

Username and Password field so you can set up a parent's account, if desired. See the section on the Parent Portal for more information. Click Save to make changes.

- **My Students** – This will list the student's that are assigned to the parent's placard number. School Admins can add existing students to the account here. Note that the student must be created in Student Management first.
- **Parents/Guardians** - Add additional parents/guardians to this placard. Names that are listed here will appear on the Entry Admin screen > Verify Entry tab when a placard is entered during dismissal. If the parent has a CurbSmart account and can access the parent portal, they can also add additional parents/guardians. Note that if the email address is listed for an additional parent/guardian, that parent can register for a CurbSmart account using that same email address and can be linked to this parent's placard. See the section on the Parent Portal for more information.
- **Other Adults** - The Other Adults tab will show any carpools that have been added to this student's account. We recommend adding carpools from the Student Management screen, though you can also add carpools from this page by entering the placard number of an existing adult in CurbSmart. The First and Last Name will populate, and you'll enter the Relation to the student. Then, you can decide when this Other Adult has authorization to pick up the students (i.e. All School Year or a Selected Date Range). Select the students that are included in this carpool and click Save.
- **History** – View the pickup history for the students on this placard for the specified date range.

Back on the Parent Management screen, you can quickly view the students linked to a parent by clicking the Children (#) link in the parent's row. Students can be added by clicking the Add Child button. Students can be detached from a parent by clicking the Delete icon next to the student's name. Note that this will only detach the student from the parent and will not delete the student.

View the adults linked to a parent by clicking the Adult (#) link in the parent's row. There two options of adults:

- Parents/Guardians – these people are always approved to pick up the children from school and include family members (i.e. grandparents, aunts, uncles, etc.)
- Other Adults – these people are parents of other students at the school, like in a carpool, or people who occasionally pick up the children from school

When adding a Parent/Guardian, enter their first and last name, contact number (optional) and relationship to the student. If another parent is the person who primarily picks up the student from school, click the 'Set Default Pickup' icon. By default, the first parent, or account admin, will be the default pickup, which means that their name will appear in the queue when the placard is entered in the Quick Entry screen.

When adding an Other Adult, you'll have the option to enter the placard number of another adult in CurbSmart, which should be used when creating a carpool (though we recommend creating Carpools from the Student Management screen). When a placard is entered, it will pre-fill the first name, last name, and contact number fields. Enter the relationship to the student and select the days when this adult is authorized to pick up the children. When the placard number of the Other Adult is entered in the car line by the Entry Admin (or via the check-in button on the parent mobile app, if used), then the parent's children plus the students of the Other Adult will appear in the queue.

# CURBSMART PARENT PORTAL

There are two options with parents: 1) Schools can use CurbSmart as an internal tool to manage the car line process (recommended for schools who are just getting started), or 2) schools can include parents in the process by giving them access to the Parent Portal, where they can add approved adults, update personal information (i.e. address, phone

number, vehicle information), add carpools, change their student's pickup types, view pickup history, or check-in to the car line via their mobile phone (advanced).

If you'd like to give parents access to CurbSmart, then you'll want to encourage parents to register for a CurbSmart account to gain access to the Parent Portal. It's important to note that when students are imported into CurbSmart, a placard number is generated for each student. Parents will need to provide this placard number and your 4-digit school code when they register for a CurbSmart account (www.curbsmart.net > Create Account). Contact the CurbSmart Support Team to receive your school's code. Parent Registration Instructions are provided as a downloadable document in the CurbSmart Admin site under Help. We recommend that you download this document, update it with your school's information, and provide it to parents.

**Note:** It is important that parents are careful to enter their assigned placard number to register. Once a parent registers for a CurbSmart account using the placard number, they are considered to be the Account Admin for that placard, and another parent cannot register with that same placard number until the Account Admin adds them as a user on their account. See the point below on 'Parents/Guardians' for more information.

Once a parent has registered, they can login at www.curbsmart.net and view the following tabs:

## Basic Information

Update contact information, add vehicles, and turn on email notifications when their child(ren) is picked up from school.
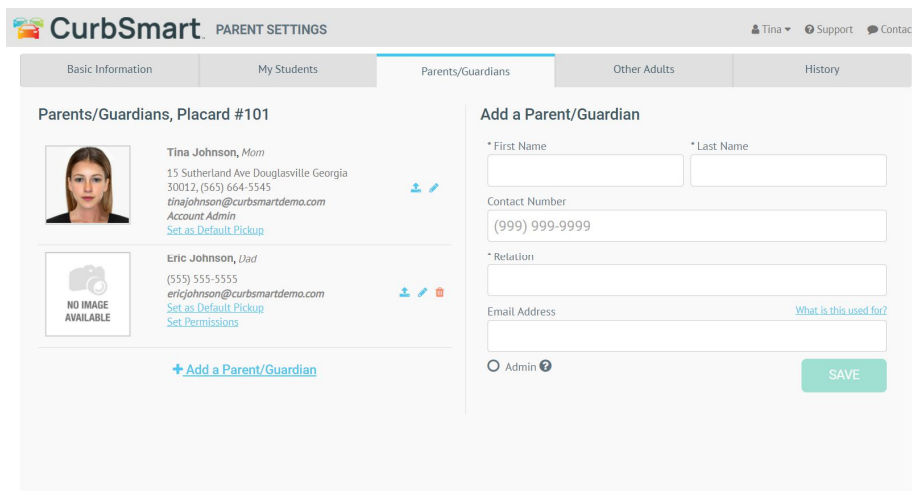


## My Students

Parents will see the students assigned to their placard number. Note: If they are missing students, they will need to contact your school so that you can link their other children to this same placard number. See the section in Student Management on Changing Student Placard Numbers for instructions on combining students onto the same number. Parents can upload their student's picture, view and adjust their student's way home (i.e. Pickup Type), add their students to a carpool, or assign their student to an after-school activity (turned off by default for your school; contact the CurbSmart Support Team to enable, if desired).
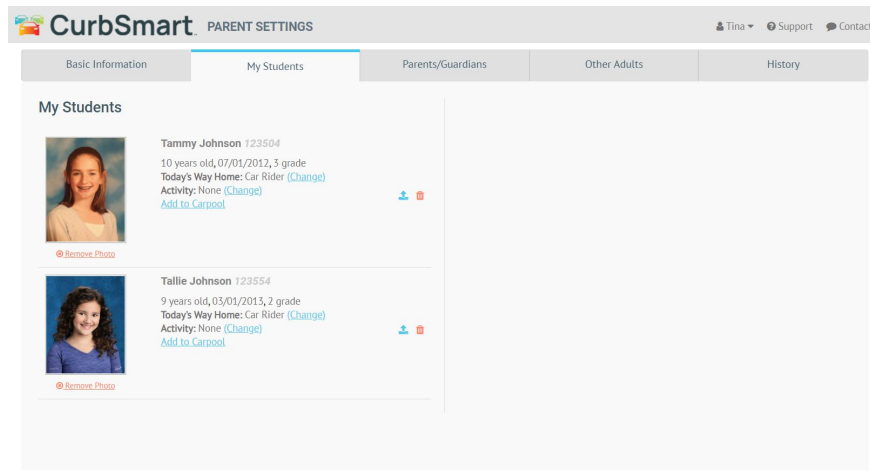
## Parents/Guardians

The Account Admin can add other parents and family members to their account. If they'd like to give access to another parent/guardian to their account, the Account Admin will need to add the additional parent/guardian's information, **including their email address,** before the additional parent/guardian can register (otherwise, that parent/guardian will receive a message that the placard number is already in use). Once they add a parent/guardian with an email address, then that parent/guardian will be able to register for a CurbSmart account with the same email address and placard number, which will link them to this account. When adding another parent/guardian, the Account Admin can check the Admin checkbox, which gives the new adult full access to the parent portal, allowing them to access the same settings as the Account Admin (though they cannot remove or change the Account Admin). The Account Admin can also manage the permissions of the additional parents/guardians by clicking the Set Permission link next to each adult.



## Other Adults

Parents can add other adults who are authorized to pick up their children from school, including carpools. We recommend adding carpools from the My Students tab, but they can also do so here. To add a carpool, the Account Admin will enter the placard number of the other parent in the carpool. The first and last name, contact and email address will pre-populate, so the Account Admin will enter the Relation to the student and select the schedule for the carpool.

# History

Parents can view the pickup history of their students by selecting the date range.



**Note on separated parents/divorced families**: Families with divorced or separated parents have the option to be listed on the same account; the Account Admin will simply need to add the additional parents as Parents/Guardians with an email address so they can register as well. However, if the separated parents insist on having separate accounts (or have other children that should be on their account only), then this can be done as well.

In this case, the second parent will not be listed as a parent/guardian on the first account. Instead, one parent will register for a CurbSmart account using the school code and original placard number provided. That parent will become the Account Admin for that placard number. The School Admin will need to add a second placard number to the student's account (see the section in Student Management on Changing Student Placard Numbers for instructions), then provide that number to the second parent. The second parent will register for a CurbSmart account using that new number and will become the Account Admin for that account.

# Checking In Via the CurbSmart Parent App

Schools can opt to give parents the ability to check-in via the Parent Mobile App (or phone browser) when they arrive to pick up their students from school. Note that this could replace the need to have an Entry Admin entering placards as parents arrive. Contact the CurbSmart Support Team if you'd like to discuss and/or implement this feature.

If the parent check-in feature is enabled, then when parents log in to their account via the CurbSmart Parent mobile app or mobile browser, they'll see an option to check-in to pick up their students from school. Below are the steps parents will take, depending on your school's configuration, to check-in. Please note that someone at your school will need to press the 'Begin Release' button in CurbSmart to allow parents to check in each day.

When a parent is ready to check-in for his/her students, they will open the CurbSmart Parent App or go to www.curbsmart.net and login with his/her username and password.

On the home page, parents will see the Check-In button. Note that if the check-in process has not yet started, the parent will see this button greyed out until the school starts the process.
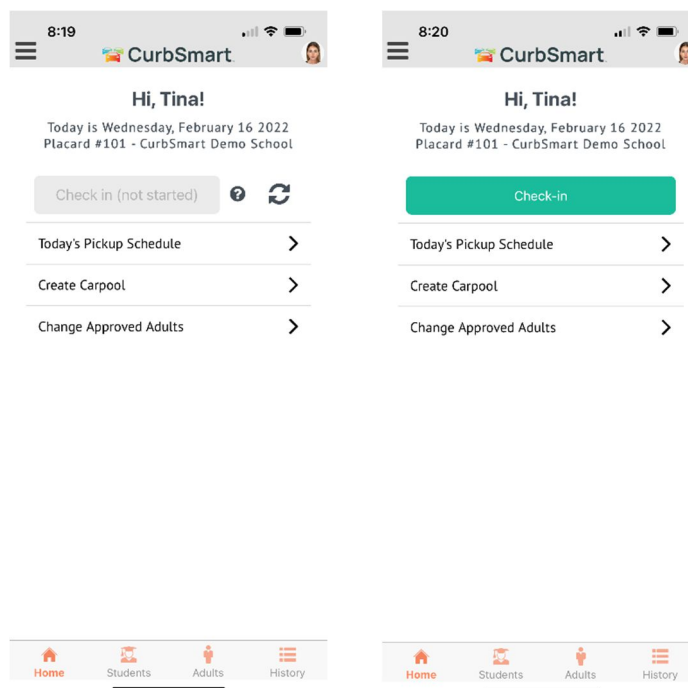


Figures (left): Parent App Home Screen before check-in process begins. (right): Parent App Home screen after check-in process has started.

When the parent arrives at the school, he/she will tap the Check-In button to start the check-in process for the student(s). Next, the parent will select the students to check in (left figure). Schools may have multiple pickup locations, and possibly lanes. If so, the parent will select the appropriate pickup location where he/she will pick up students (right figure).
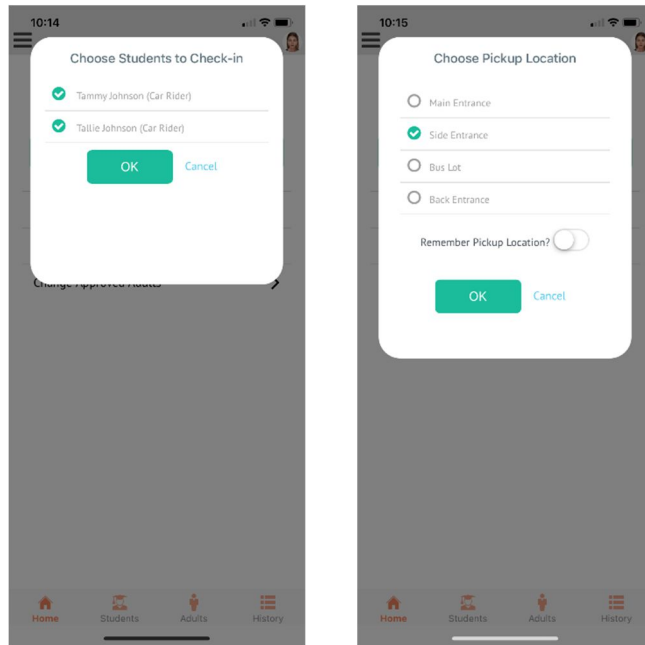
Once the parent has checked in for all students on the account, the Check-In button will change from green to yellow.
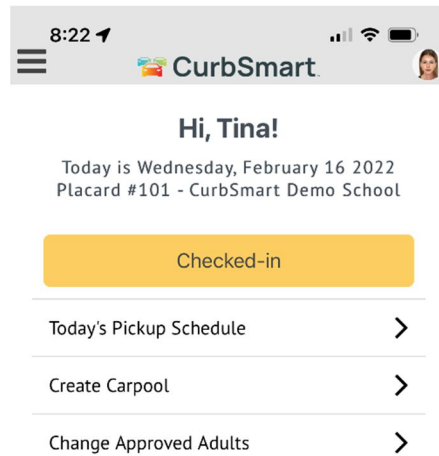


Once the parent has checked in, he/she should wait for the students at the designated pickup location.



# REPORTS

There are several reports available in CurbSmart. All reports can be downloaded in a PDF or CSV format (CSVs can be opened with Excel, Google Sheets, etc.), then printed.

- o **Absent Student** – Lists the students who have been marked as Absent for the date specified; Students are either marked as absent by the School Admin in the Student Management screen by clicking the View button, then Mark as Absent; or the student can be marked as absent by the Inside Admin user by swiping left on the student's name and pressing the 'Mark Absent' button on the student's row. Columns include Student Number, Student Name, Grade, Classroom, Placard #, Absent Date, Marked Absent By

- **Activity Check-in** – Lists the students who have been checked into an after-school activity. This report is only available when an activity is created and when the school has the After-School Check-In/Out module enabled. Columns include Student Number, Student Name, Placard Number, Activity, Checked In At, and Checked In By.

- **Activity Dismissal** – Lists the students who have been checked out from an after-school activity. This report is only available when an activity is created and when the school has the After-School Check-In/Out module enabled. Columns include Student Number, Student Name, Placard #, Activity, Checked In At, Checked In By, Checked Out At, Checked Out By, Released At, Released By, and Approved Adult.

- **Activity Roster** – Lists the students that are assigned to an activity for the date range provided; only available when an activity is created. Columns include Student Number, Student Name, Placard #, Activity Name, Start Date, End Date, Recurring Days

- **All-Call** – Lists the all-calls that were created in CurbSmart for the date range specified. If the all-call was created for a specific student, or if a general all-call or custom all-call was used, it will show the details in this report. Columns include Student Number, Student Name, Grade, Message, User, Date/Time

- **Bus Roster** – Lists all students that are assigned to a bus; only available when buses are enabled for your school. Columns include Student Number, Student Name, Grade, Classroom, Default Pickup Type, Bus Number, Driver Name

- **Classroom Roster** – Lists all students that are assigned to a classroom, as created in Classroom Management. Columns include Student Number, Student Name, Placard #, Classroom, Student's Pickup Type (today's), Student Activity

- **Carpool** – Lists the students that are scheduled to carpool, or ride home with, another student for the date selected. Columns include Student Number, Student Name, Grade, Classroom, Parent Placard # (i.e. the student's current placard #), Carpool Parent Placard # (i.e. the placard number of the person they're riding home with), Carpool Students (i.e. the students who they are riding home with)

- **Early Check Out** – Lists the students who have been marked as 'Checked Out Early'. Students are marked as checked out early by the School Admin before the Begin Release button is pressed by clicking the View button, then Mark as Checked Out Early. Columns include Student Number, Student Name, Placard #, Date/Time, Checked out by (this will show the name of the School Admin account that marked the student as checked out early)

- **Pickup History** – Lists the students that have been picked up from school during the time specified and includes the person who picked them up. Columns include Student Number, Student Name, Grade, Pickup Type, Pickup Location, Pickup Station (if used), Picked up by (the adult and placard number), Date, Entered at (time entered by Entry Admin or checked in via parent mobile app), Release Time (time released by Inside Admin if using one-release, or Outside Admin if using two-release). This report can also be filtered by a single student, Pickup Type, Pickup Location, Grade, Pickup Station, Picked by parent, or Picked by bus

- **Placard** – Lists the students and their assigned placard number. Columns include Placard #, Parent Name, Student Name, Grade, Classroom, Student Pickup Type, Adult Name (additional parents/guardians), Approved Pickups (adults listed as 'Other Adults')

- **Sign Out Summary Sheet** – Lists the students who have been signed out from an after-school activity. This report is only available for schools with the After-School Check-In/Out module enabled. Also, this report will only show the information if the school is using the Sign-Out feature for this module. Columns include Date, Student Name, Placard #, Time Out, and Parent/Guardian Name.

- **Step Back History** – Lists any students that were moved back during the release process (i.e. Outside to Inside, Inside to Entry, etc.). Columns include Placard #, Student Name, Student Number, Stepped back by (user who

moved the student back a step), Stepped back from (the screen they were at before they were moved), and Stepped back Date/Time

- o **Student History** – Lists all students that were entered into the queue during dismissal, whether they were released or not. Columns include Student Number, Student Name, Pickup Type, Status (Absent, Released, Checked Out Early, etc.), Date, Placard #, Entered by, Pickup Location, Pickup Station, Entered At, Checked Out, Checked out by. This report can also be filtered by a single student, Entered By, Pickup Location, Released from Inside by, Checked Out By.

- o **Student Pickup Type Change** – Lists the students who have had changes to their pickup type (i.e. Car Rider to Bus Rider, etc.). Pickup Type changes can be made before dismissal by the School Admins or parents, or during dismissal when a placard is entered by an Entry Admin that's linked to a pickup location associated with a different pickup type than the student's pickup type for the day. Columns include User, Placard #, Student Name, Grade, Classroom, Old Pickup Type, New Pickup Type, Created Date, Actions (shows any notes that were added)

- o **Morning Check In** – Lists the times and users who checked in students to school in the morning. This report is only available if your school has the Morning Check-In feature enabled. Columns include: Student Name, Placard #, Classroom, Check-In Time, Checked In By, Is Tardy?

- o **Survey Results** – Lists the results of the Survey/Health Screen when a student is checked into school. This report is available only when the school has the Arrivals/Morning Check-In and Survey Management modules enabled. Columns include Student Number, Student Name, Placard #, Survey Date, Survey Results, Survey User (person who reviewed the survey upon check-in), and the response for each survey question.

- o **Failed Surveys** – Lists the results from any survey that was marked as failed by the Arrivals Admin. This report is available only when the school has the Arrivals/Morning Check-In and Survey Management modules enabled. Columns include Student Number, Student Name, Placard #, Survey Date, Survey Result, Survey User (person who reviewed the survey upon check-in).

# PLACARDS / HANG TAGS

Hangtags should be distributed to parents and should include the placard number in large, bold print so that it's easily visible to the Entry Admin for the best results.

Schools can use whatever hangtag design they'd like; however, CurbSmart includes a module for designing and printing placards that offers schools some advantages:

- CurbSmart includes several pre-defined templates to use, and schools can update those or design their own. There is no limit to the number of hangtags per school.
- Hangtags can be printed for all students, or by grade, classroom, placard range or a specific student.
- Schools who have given parents access to CurbSmart can share the hangtags through the parent portal so that parents can print their own hangtags for their students.

## Designing your placards in CurbSmart

1. Login to the admin portal and go to School Settings > Placard Management. Click the green Placard Templates button. This view will list the placard templates available to you. Create your placards by clicking the Design Placard Template button.
2. Select a pre-defined template or create one from scratch. Click the Preview icon to view each template. Click Next once you've made your selection.
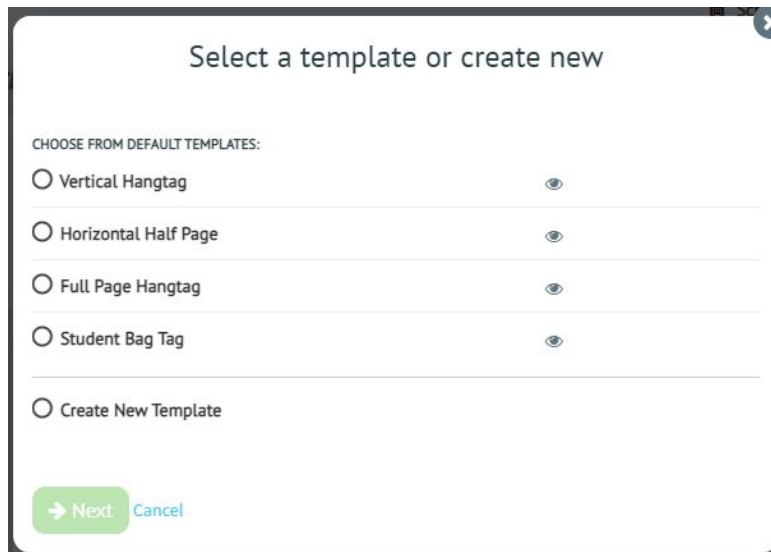
3. Give your placard template a name. If using a template, upload your school logo (.png or jpg) by clicking the Choose File button on the template canvas. Use the corners of the logo frame to resize the logo if needed. Left-click on the objects on the canvas to select it, and use the options on the right to update font, add borders or change background colors. Add additional objects to the template if desired by clicking on the selection on the left, under Controls. When complete, click Save & Finish.



Your finished template will appear in the list on the Placard Templates page. From here, you can edit the template (pencil icon), print the template (printer icon), share the template with parents via the CurbSmart Parent Portal (arrow icon), or delete the template (trash can icon).

Things to consider as you're designing the template:

- Make sure that the placard number or QR Code is large enough so that it's visible from 5-20 feet away from the vehicle.
- Vertical hangtags (think hotel door hanger) are easily visible but may be distracting for parents, resulting in more wear-and-tear if they constantly take it off. Horizontal hangtags may avoid the visibility problems caused by vertical hangtags.
- Create multiple hangtag templates to offer parents a combination of larger hangtags for the car and smaller hangtag (ex: use the Student Bag Tag template) to attach to student backpacks. This may help staff members to match the placard number on the hangtag in the car with the number on the student's backpack.

## QR Code Scanning

Schools can opt to scan a QR Code on a placard instead of typing the placard number into the CurbSmart app. To enable this feature, contact the Nutri-Link Support Team.

Once enabled, the first step is to create a new placard or update your existing placard template with the QR Code. To do this, go to School Settings > Placard Management > Placard Templates. Add a new template or modify the existing template. In the Placard Design Tool, you'll see a new Control called 'QR Code'. Select this control to place it on the template. Resize and adjust the placement of the QR Code to your liking. We recommend using the maximum size QR code on your template so that your scanner can read the QR code from the furthest possible distance (i.e. the larger the QR code, the further the scanner can identify the QR code and enter it into the list). Save your changes and print your placards.
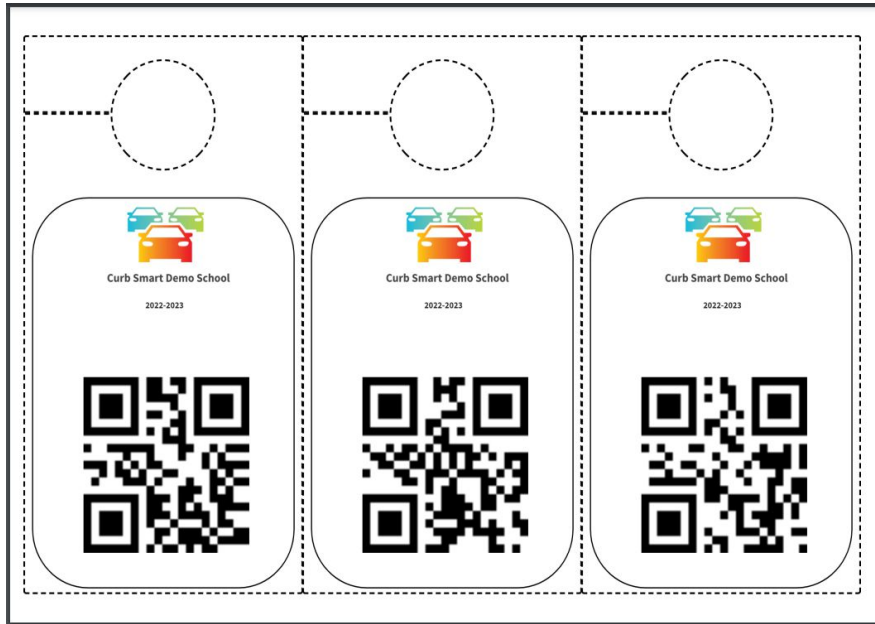
When you're ready to scan the QR code, login on a mobile device as an Entry Admin and turn on the Scanning setting (found in Menu > Settings). On the Entry Admin screen, you'll see a green scan button in the bottom right corner. Click the scan button to launch the scanner (note that you'll need to allow access to your device's camera to use this feature). Point the scanner at the QR code. You may need to test this process outdoors and with the QR code on a placard in a car windshield to determine the best scan settings for your devices. Once the scanner recognizes the QR code, it will enter the students associated with that placard into the queue. Press the scan button to re-launch the scanner or turn on 'Continuous Scan' in Menu > Settings to automatically re-launch the scanner after each successful input.
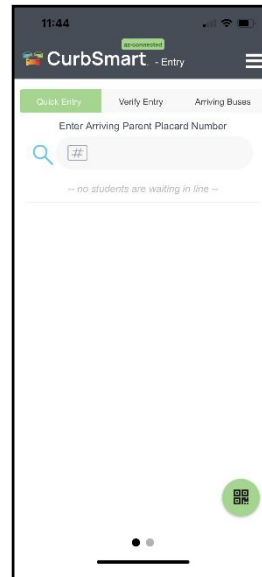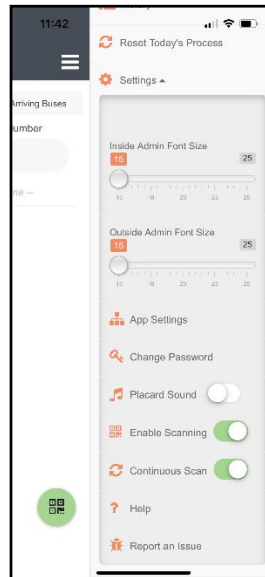


Refer to our video tutorials on designing your placards in CurbSmart on our website:
https://nutrilinktechnologies.com/support/curbsmart-help-administrators/.

# NOTIFICATIONS

In CurbSmart, release coordinators can opt to receive notifications for the following options:

- **Begin Morning Check-In** (available if your school has the Morning Check-Ins/Arrivals module enabled),
- **Dismissal has started**,
- **New All-Call**,
- **Students appear on Inside Admin**,
- **Students appear on Outside Admin** (available if your school has two-released enabled), and
- **Students ready to Release from Activity** (available if your school has the After School module enabled).

Below are the instructions to enable notifications in CurbSmart for the user's account.

**CurbSmart App (available on Apple and Android devices):**

1. Download the app from the App or Google Play stores, then login with the CurbSmart credentials.
2. You'll receive a prompt to allow notifications. Select Allow. (Note: if you do not allow notifications, and then change your mind and want to allow them later, please uninstall/reinstall the app and select Allow when prompted).
3. Once logged in, click the menu icon (upper right corner), then Notifications. Turn on notifications for each setting you want to allow. By default, 'Dismissal has started' and 'New All-Call' are turned on.

That's it! You will now receive notifications in CurbSmart. Note: You must be logged into the CurbSmart App to receive a notification (the app can be closed or running in the background).
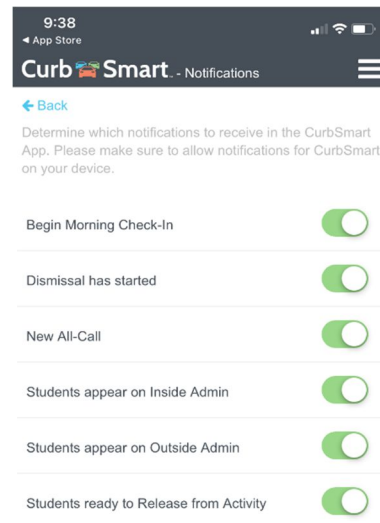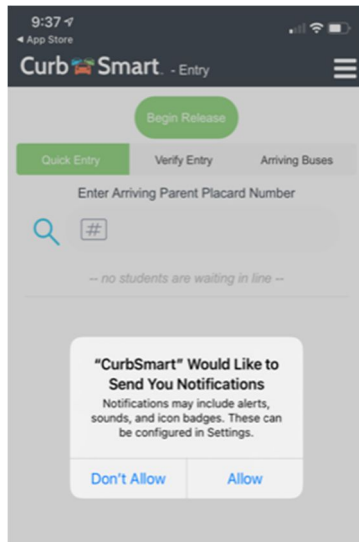


**CurbSmart (on a computer or laptop web browser):**

1. If using CurbSmart on a computer or laptop, click the 'lock' icon to the left of the CurbSmart URL in the address bar.
2. Make sure that Notifications (and Sound, if using Google Chrome) are set to Allow.  (If you don't see these options, click on 'Site Settings' (Google Chrome) or 'Permissions for this site' (Microsoft Edge) to set these permissions to Allow.)
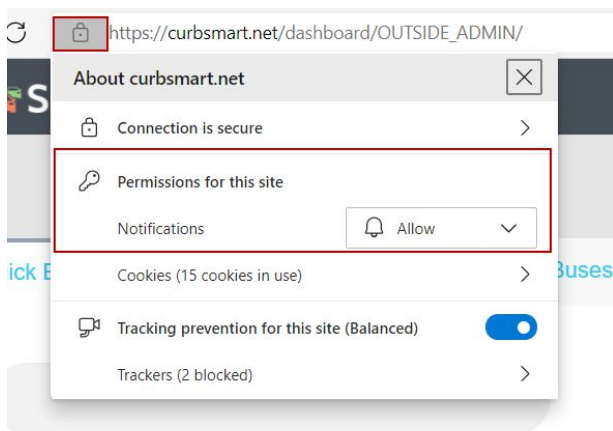
Microsoft Edge:                                    Google Chrome:
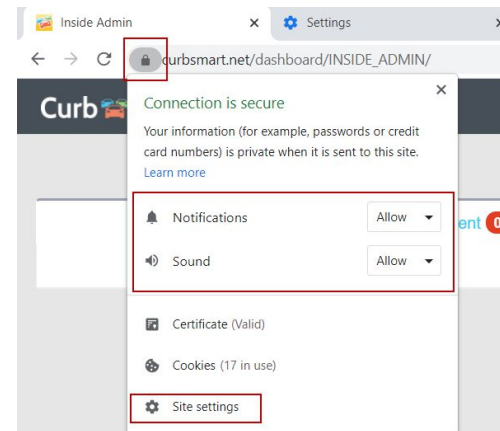


# FREQUENTLY ASKED QUESTIONS (FAQ)

## Can I release from multiple locations on my campus?

Yes, with CurbSmart, you can create multiple release locations (or pickup locations) in School Settings > Pickup Locations. Designate which users will be entering placards from each location by going to System Settings > User Management. Click Edit next to each user and you'll see a drop-down to select the pickup location for that user.

## When I enter a placard on the Entry Admin screen, I get a pop-up that the student's pickup type will change. What does this mean?

This pop-up means that the Entry Admin entered the placard of a student that is associated with a different pickup type than the Entry Admin. First, note that pickup locations are linked to pickup types.

For example, the Front Entrance could be the location where car riders are released, and Bus Riders exit from the Side Entrance. If an Entry Admin is assigned to the Front Entrance (Car Riders) but enters the placard of a student that has a Bus Rider pickup type, the Entry Admin will receive a pop-up that the pickup type of the student will change from Bus Rider to Car Rider today. The Entry Admin should click OK to enter the placard into the queue, or Cancel to not enter the placard, if it was entered by mistake.



Any Inside Admin that can see this student as a bus rider will see the student appear in the Inside Admin > Release to Bus tab with a flashing 'Move' button. The Inside Admin should click the Move button. They will be prompted with the same message about the student's pickup type change so that they can let the student know of the change and send them to the appropriate release location. Once the Inside Admin clicks OK, the student will move to the Inside Admin > Release to Parent tab and appear in the queue for Inside Admins that can view Car Riders. The user can then release the student from the list as they would normally.  Also, once the user clicks OK on the pickup type change prompt, the school admin will see that this student has a scheduled pickup type change for today in School Settings > Student Management > Pickup Type > All Scheduled Pickup Types and in the Student Pickup Type Change report.
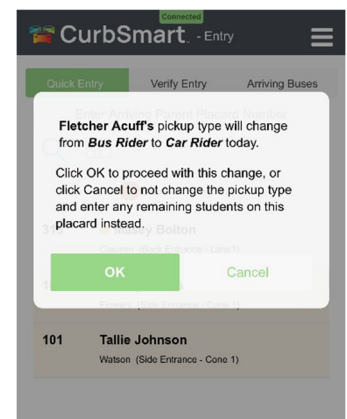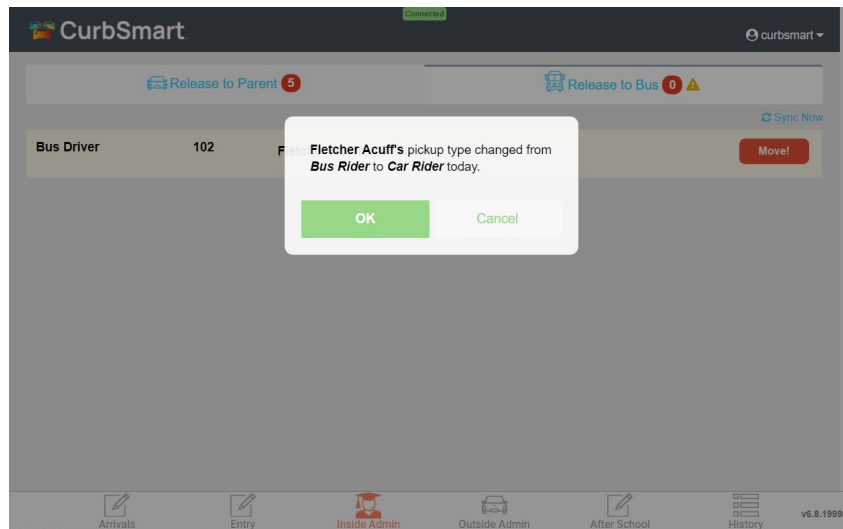
# Does CurbSmart reset each night? Or is there anything I need to do to reset?

CurbSmart will automatically reset each night at midnight, so you do not have to re-start or clear anything once dismissal ends.

It is possible to reset the process, which is recommended only when your school is doing a trial run before dismissal that day. To reset the process, login to the School Admin account and click the Reset Process button in the top right corner of the Summary page.

# How do I distribute the Placards (Hang Tag) to parents?

Please see the section above on Placards/Hang Tags. If time allows, we recommend sending home the placards with the student along with a letter to introduce CurbSmart and the benefits of using CurbSmart for your student dismissal. Some schools provide the placards at Meet the Teacher. If you plan to use the CurbSmart Parent Portal, then we have also provided a temporary hangtag that the parent can print and use as well. When the parent logs in, they'll see a way to print their temporary placard there.

# Is the parent required to download the APP for CurbSmart to work?

No, CurbSmart can be used as an internal system to manage student dismissal without giving parents access to CurbSmart. If you decide to give parents access, parents can use the CurbSmart mobile app or can go to curbsmart.net and login to their account on their phone's browser.

# We used CurbSmart last year. What do I need to do to update my information for the new school year?

Our team will email our primary contacts for each school near the end of the current school year with specific instructions and information regarding the new school year. We'll direct you to upload a student file that contains students enrolled in the upcoming school year into CurbSmart for our team to import. We recommend submitting this to us 2 weeks prior to the new school year start date to provide ample time for our team to import the data and provide

the placard numbers. You'll need to print and distribute the hangtags to parents, so the sooner you send us the data, the faster you'll receive the updated placard numbers.

When you upload your student data for the new school year into CurbSmart, you'll be prompted to complete a short questionnaire that asks about your school year start date, the best person to contact for questions regarding the student data, and whether you'd like to assign new placard numbers to all students or re-use the same placard numbers for returning students.

When you've completed the questionnaire and uploaded the data, our team will receive a notification and will import your data into CurbSmart. Our team will send you an email when the data has been imported.

# HELP & SUPPORT

Our team is here to help with your questions and set up process. We've also provided training videos and other resources on our website (https://nutrilinktechnologies.com/support/curbsmart-help-administrators/) to help you get started and get the word out to your community.

## Online documentation

Go to the Nutri-Link website > Support > CurbSmart for Administrators (https://nutrilinktechnologies.com/support/curbsmart-help-administrators/) to access videos, documents and other resources to help you with CurbSmart. Be sure to check back periodically as we update and upload more content. Subscribe to our YouTube Channel: https://www.youtube.com/channel/UCz1W_euttPf-6Nq0pfGeWfQ to be alerted when more videos are uploaded.

## Contact us:

Support Hours: Monday – Friday, 7:30am ET – 6pm ET
Email us at support@n-ltech.com or call us at 888-811-8704 Option 1.