



FAITH TROLLEY
PRESCHOOL



An email will be sent from Procare closer to your child's first day of school, prompting you to download the app and create an account. Please refer to the email sent from Procare for initial setup. You do not need to download the app prior to receiving their email.

- Each person has their own unique, four-digit code that must be used when signing your child(ren) in and out of our care. This pin code can be found within the app under your profile. Unfortunately, codes cannot be changed.
- **Do not allow anyone other than yourself to use your code, not even your spouse!** This is for licensing purposes and it is imperative that we have an accurate record of who is dropping off and picking up your child. You will have the option within your Procare settings to receive notifications when your child is signed out so that you may confirm pickup times and accuracy.
- Family members and friends listed on your child's emergency contacts and authorized pickup lists will **not** have access to Procare, nor will they receive an email from Procare with their unique code. You can find the code within your Procare app and give it to them directly.
- **You must use the electronic keypad or QR code on the iPad to sign your child in and out daily. A \$10 fee added to your account for every missed sign in or out.**
- If you are in a rush and the iPads are in use, you will find a QR code by every classroom door that you may use to sign your child in or out. The same keypad will appear on your phone and you will type in your unique four-digit code to sign in/out your child.
- Do not save the QR code or try to sign your child in/out while you are not physically in the school. The QR code will be updated frequently.
- If you are trying to sign your child in/out and the internet is not working, we will have a physical sign-in/out sheet still available on the credenza, or management will manually sign your child out/in when the internet is back up, if you communicate with us that assistance was needed. A fee will not be accrued if this is the case.

- **Do not let your children touch the iPad, regardless of their age.** As with the door code, children should not know the code used to sign in/out, nor should they ever enter it into the iPad. This applies to siblings of students.
- Within the Procare app you have access to your weekly/monthly bill and the ability to pay it manually. You can set up auto-payments through the office, however, you **cannot** do so within the app despite the auto-pay button it shows. Unfortunately, Procare is still working on that feature, and while it is there, it is not functioning. Please see the form in your enrollment portal to set up auto-payments.
- Your preschool tuition balance and any fees (if applicable) will appear within your Procare app each week/month. In order for the first balance to populate, you must input payment information within the app. If you do not add payment details, your account will not show your balance. Late fees will apply if the balance is not paid on time.

Note: If you are an authorized pickup person for more than one child, including your own, your code will be the same. When you type in your code, you will be prompted to select which child you are signing in/out. You can select more than one child at a time, so please be careful to select the correct child.

If you have any questions, or if you find a discrepancy within your child's information, billing, etc, email Alex at preschool@faithtrolleypreschool.com.

