

# Volunteer/Employee Training Guide

In this guide, we'll outline the process of creating your account, becoming an authorized volunteer, running basic check-in and check-out, and helping create accounts for guardians.

## Creating Your KidCheck Login Account

Signing up for KidCheck is easy and free for guardians, volunteers, and employees. KidCheck uses the same account set up process for employees and volunteers as it does for guardians. If you are not a parent or have grown kids, don't worry, you can simply skip all the child information. If you've already created a KidCheck login account as a guardian, KidCheck will use that same account for you as a volunteer/employee. Do not create a second account.

### Sign Up

To create your free personal KidCheck account, go to <https://go.kidcheck.com> and click "Create Your KidCheck Account". Follow the next few screens to complete your contact information, create your password, agree to the license agreement and complete the setting preferences. You'll then be taken to the "My Account" page.

### Login to Your KidCheck Account



E-Mail/Username:

Password:

☒ Remember my Username

☐ Use On-Screen Keyboard

 Login

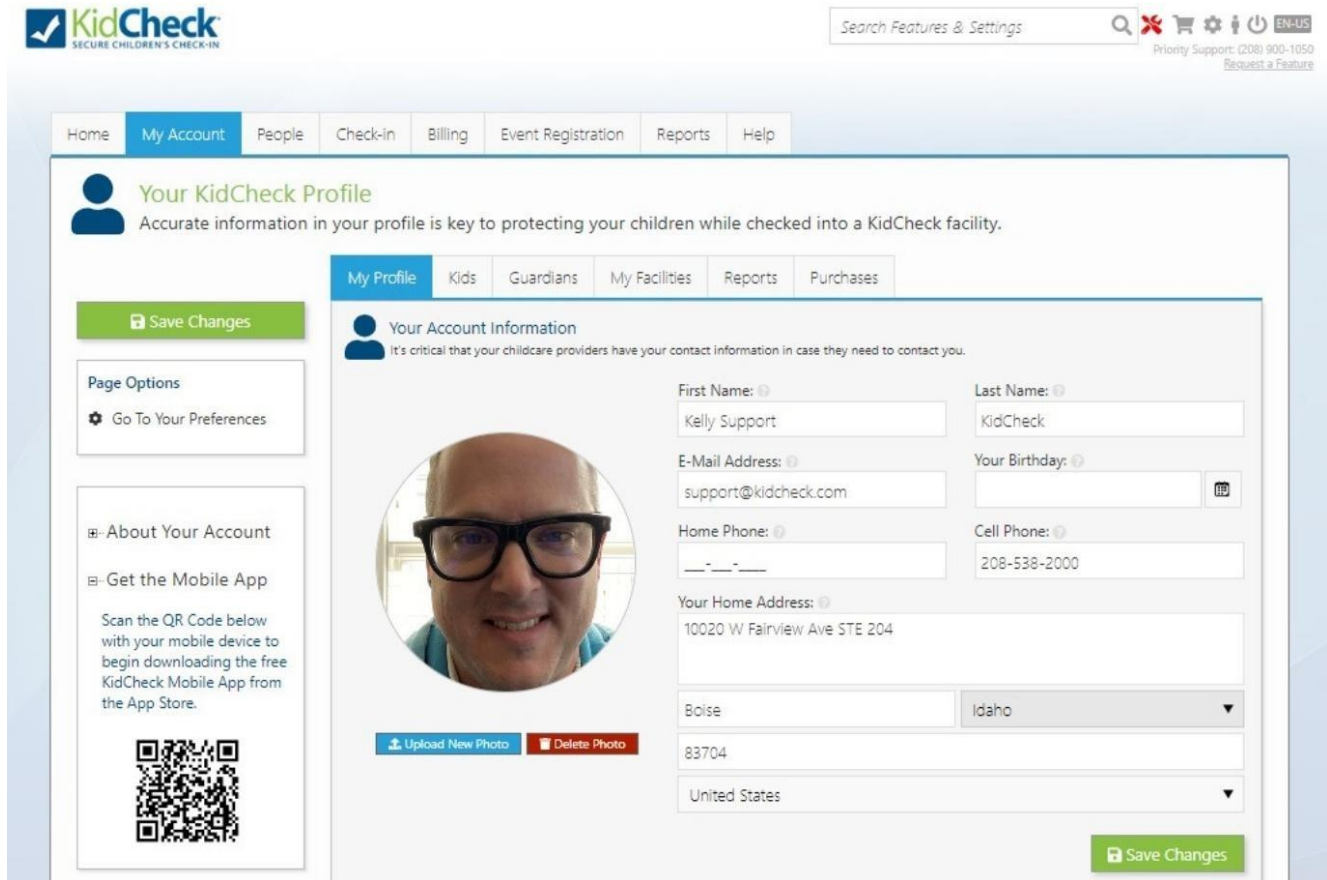
Forgot Your Username or Password ▼

Create Your KidCheck Account ▼

About KidCheck ▼

## The “My Account” Tab

The “My Account” section is where you keep your personal profile information, child information, guardian list and upload photos. If you do not have children you will be checking in, you only need to complete the “My Profile” tab, not “Kids” or “Guardians”.



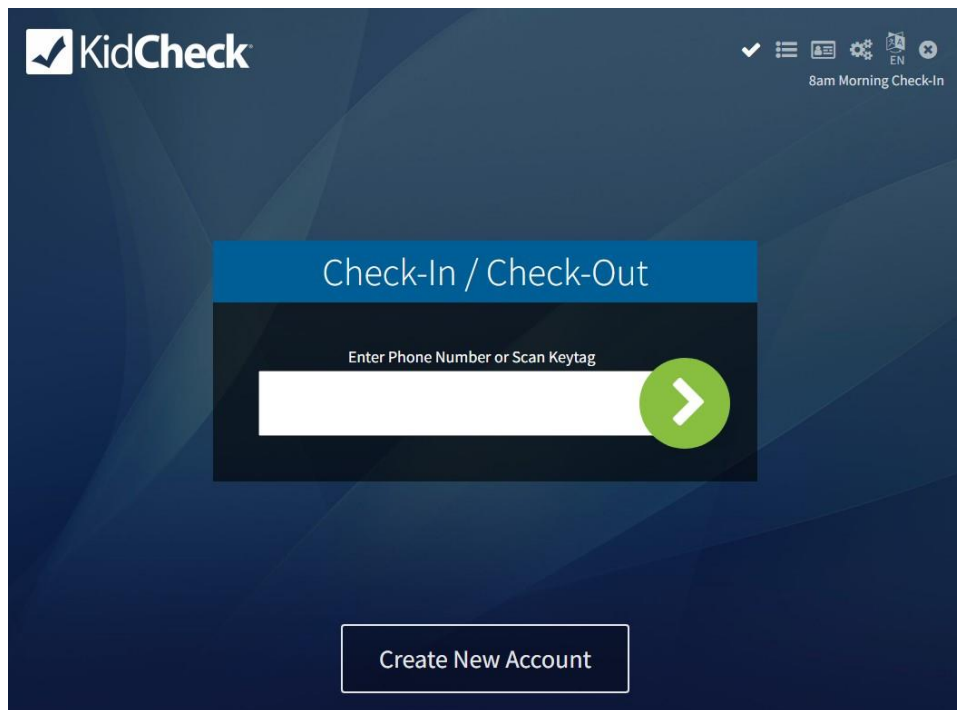
The screenshot displays the KidCheck web application interface. At the top, the KidCheck logo is on the left, and a search bar with the text "Search Features & Settings" is on the right. Below the logo, a navigation bar includes links for Home, My Account (which is highlighted), People, Check-in, Billing, Event Registration, Reports, and Help. The main content area is titled "Your KidCheck Profile" and includes a sub-header "Accurate information in your profile is key to protecting your children while checked into a KidCheck facility." Below this, there are tabs for "My Profile" (selected), Kids, Guardians, My Facilities, Reports, and Purchases. The "My Profile" tab contains a section titled "Your Account Information" with a note: "It's critical that your childcare providers have your contact information in case they need to contact you." To the left of the form is a sidebar with a "Save Changes" button, "Page Options" (including "Go To Your Preferences"), and a QR code for downloading the mobile app. The form itself includes a circular profile photo of a man with glasses, and fields for First Name (Kelly Support), Last Name (KidCheck), E-Mail Address (support@kidcheck.com), Your Birthday, Home Phone, Cell Phone (208-538-2000), Your Home Address (10020 W Fairview Ave STE 204), City (Boise), State (Idaho), Zip (83704), and Country (United States). A "Save Changes" button is at the bottom right of the form.

## Being Added as a Volunteer, Employee or Administrator

After you have created an account, your organization administrator can add you to their list of approved workers. They may ask you to contact them when your account has been created so they know you are set up and ready to be added.

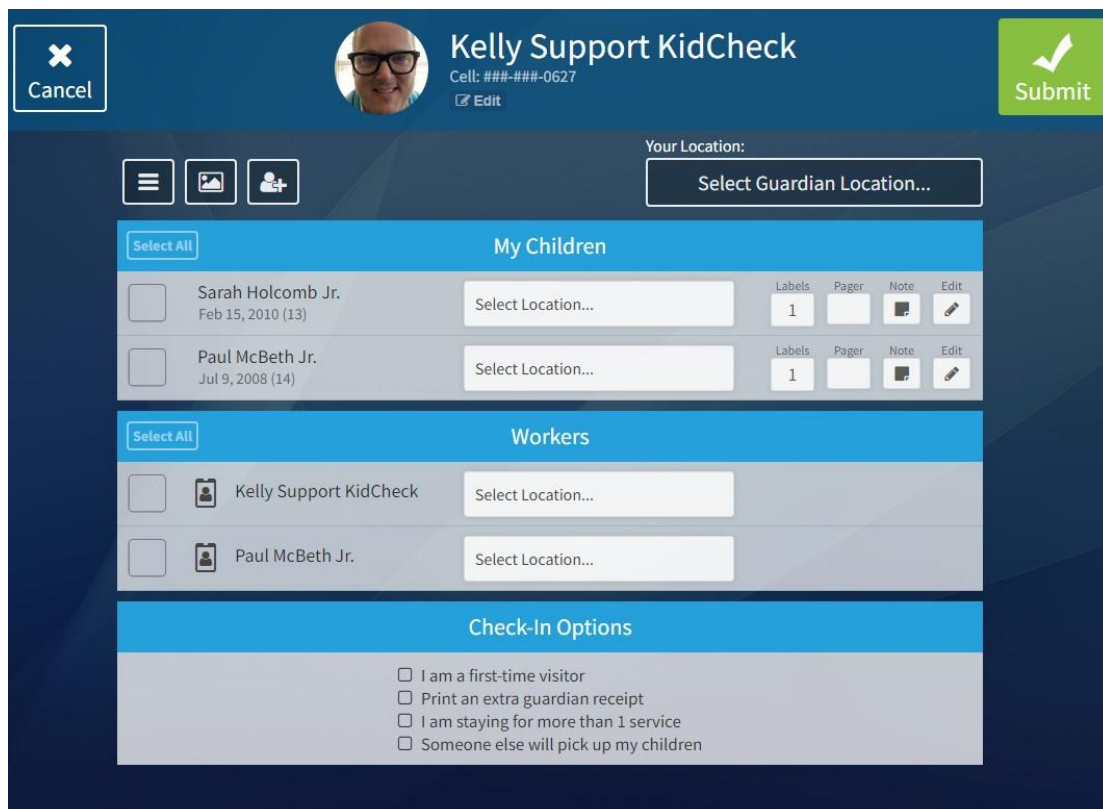
## Checking In as a Volunteer/Employee

After your organization has added you to their worker list, you'll be able to check-in as such. If you are checking in children, you can also check them in at the same time. To check-in at a check-in kiosk, use the 10 digit phone number associated with your account, or scan your keytag (if you have been assigned one).



The image shows the KidCheck mobile application interface for checking in. At the top left is the KidCheck logo. At the top right, there are several icons including a checkmark, a list, a location pin, a gear, and a user profile, along with the text "8am Morning Check-In". The main content area has a blue header that says "Check-In / Check-Out". Below this is a dark grey box with the text "Enter Phone Number or Scan Keytag" and a large white input field with a green arrow button to its right. At the bottom center, there is a white button that says "Create New Account".

Under the “Workers” section of your guardian account, you will select yourself and choose the specific location where you will be working. Then, click the “submit” button.



The image shows the KidCheck mobile application interface for a guardian's account. At the top left is a "Cancel" button. In the top center is a profile picture of a man with glasses. To the right of the profile picture is the text "Kelly Support KidCheck" and "Cell: ###-###-0627" with an "Edit" link. At the top right is a green "Submit" button. Below the header is a "Your Location:" section with a "Select Guardian Location..." button. The main content area is divided into three sections: "My Children", "Workers", and "Check-In Options". The "My Children" section has a "Select All" button and a table with two rows: Sarah Holcomb Jr. (Feb 15, 2010 (13)) and Paul McBeth Jr. (Jul 9, 2008 (14)). Each row has a "Select Location..." button and a "Labels" column with the number "1". The "Workers" section has a "Select All" button and a table with two rows: Kelly Support KidCheck and Paul McBeth Jr. Each row has a "Select Location..." button. The "Check-In Options" section has four checkboxes: "I am a first-time visitor", "Print an extra guardian receipt", "I am staying for more than 1 service", and "Someone else will pick up my children".

My Children	Workers
<input type="checkbox"/> Sarah Holcomb Jr. Feb 15, 2010 (13)	<input type="checkbox"/> Kelly Support KidCheck
<input type="checkbox"/> Paul McBeth Jr. Jul 9, 2008 (14)	<input type="checkbox"/> Paul McBeth Jr.

## Checking-Out as a Volunteer/Employee

If your organization wishes to track check-out times, you will need to either scan your keytag or enter in your 10 digit phone number and select yourself to check out, just as you did for check-in. If you have children checked in, make sure they are unselected if you do not also wish to check them out at this time.


## Child Check-In


With KidCheck, checking in children is quick and easy. KidCheck check-in stations can be used either in a self-service mode, where guardians complete the check-in themselves, or in a staff attended mode, where a volunteer/employee assists the process. Either way, the check-in process is the same:

### For guardians who already have a KidCheck Account:


- Step 1) Instruct them to enter their 10-digit phone number, or scan their keytag
- Step 2) Select each child they will be checking in, and choose their location(s)
- Step 3) Click the "Submit" button




Check-in is now complete, and labels will print from the attached DYMO or Brother printer.





**Kelly Support KidCheck**  
Cell: ###-###-0627  
[Edit](#)









Your Location:  

Select Guardian Location...



Select All

My Children

<input type="checkbox"/>	<div>Sarah Holcomb Jr. Feb 15, 2010 (13)</div>	Select Location...	Labels 1	Pager	Note 	Edit 
<input type="checkbox"/>	<div>Paul McBeth Jr. Jul 9, 2008 (14)</div>	Select Location...	Labels 1	Pager	Note 	Edit 

Select All

Workers

<input type="checkbox"/>	 Kelly Support KidCheck	Select Location...
<input type="checkbox"/>	 Paul McBeth Jr.	Select Location...

Check-In Options

☐ I am a first-time visitor  
☐ Print an extra guardian receipt  
☐ I am staying for more than 1 service  
☐ Someone else will pick up my children

## For guardians who do not yet have a KidCheck Account:

Have them click the “Create New Account” option on the Kiosk Check-In screen. They will then enter their contact information as well as the information for their children. They can also add other authorized guardians if needed. After creating their account, they can select their children and check them into the appropriate location(s).

## Create an Account

First Name\*

Last Name\*

CONTACT INFO

Cell Phone+

Home Phone+

Email\*

\* At least one phone number is required

ADDRESS

Address\*

Address (Line 2)

City\*

State\*


Not selected


Postal Code\*

Country\*

United States

CHILDREN & OTHER GUARDIANS

 Add Child

 Add Guardian

SETTINGS

KidCheck will also send this guardian an email, containing a link they can later use to make further changes to their account and to add a username and password.

## Other Check-In Options

### Registering a Keytag

To register a keytag to a guardian, have them type in their full 10 digit phone number on the main check-in screen and hit enter. On the following page, choose the hamburger menu on the left, and click the “Register a Keytag” option, and scan a new unused keytag. Once the keytag has been paired with the guardian account, the keytag can be used in place of a phone number for check-in.

### Check-In by Authorized Guardians

If an authorized guardian is checking in a child they are authorized for, have them use their phone # or paired keytag to check-in that child." KidCheck will provide a list of children who that person is an authorized guardian for. Simply choose the child and location for check-in and choose “Submit”.

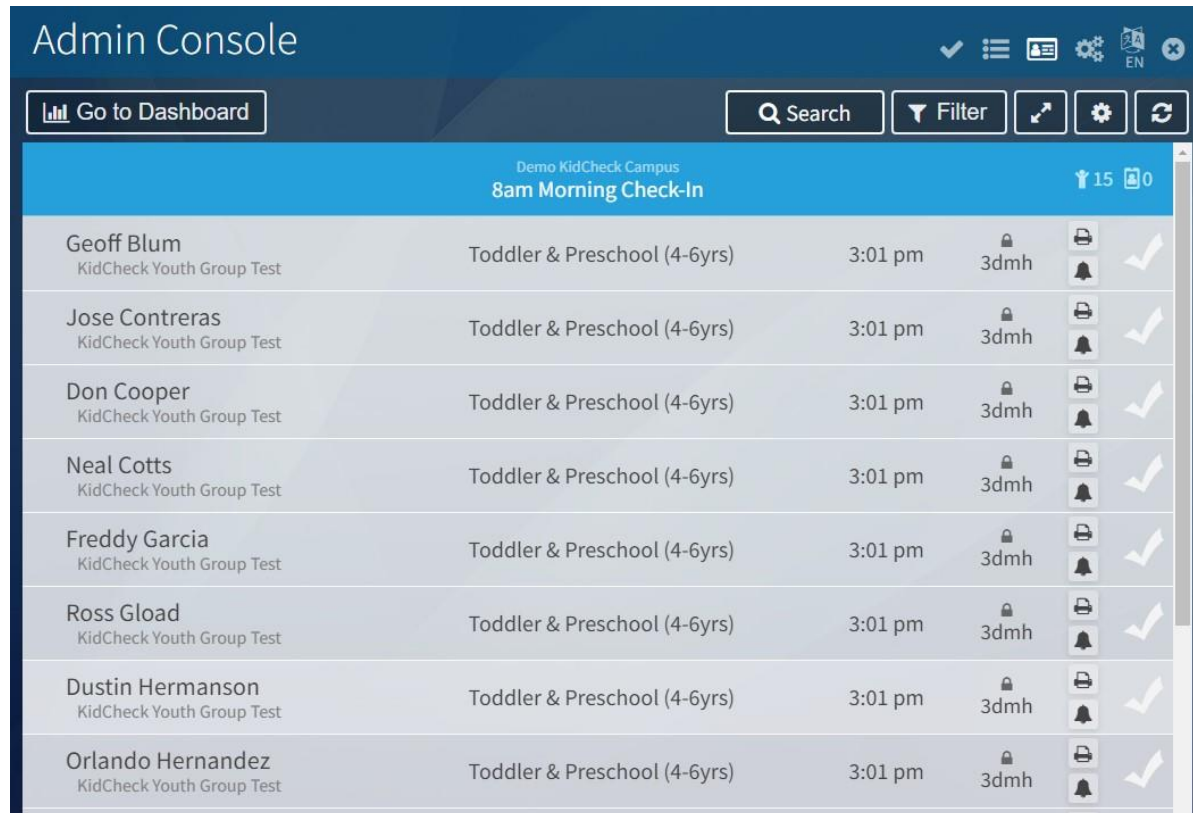
### Adding a Child

If a parent or guardian wishes to check a child in who is not on their list (e.g. a child’s visiting friend), they can quickly add that child by using the plus child icon and create the child account.

## The Admin Console

The Admin Console allows you to quickly and easily access detailed information about the children in your care. You can reprint child name badges, move children between rooms, verify authorized/ unauthorized guardians, view parent/guardian contact info, allergies, guardian locations (if enabled), send SMS text messages, use for check out.

To access the Admin Console, click the ID card icon in the upper right of the check-in station screen. An administrator will then need to enter their username and password.



The screenshot shows the Admin Console interface. At the top, there's a header with the title "Admin Console" and several icons. Below the header, there's a navigation bar with a "Go to Dashboard" button, a search bar, a filter button, and other controls. The main content area displays a table titled "Demo KidCheck Campus 8am Morning Check-In" with 15 rows and 7 columns. Each row represents a child checked in, with columns for the child's name, location, time, security code, and action buttons (printer, bell, and checkmark).

Demo KidCheck Campus 8am Morning Check-In						
Geoff Blum KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			
Jose Contreras KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			
Don Cooper KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			
Neal Cotts KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			
Freddy Garcia KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			
Ross Gload KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			
Dustin Hermanson KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			
Orlando Hernandez KidCheck Youth Group Test	Toddler & Preschool (4-6yrs)	3:01 pm	3dmh			



Here you can see a list of all children currently checked in, including their location and security code. To reprint a child’s name badge, use the printer icon to the far right. You can move a child to a new room by selecting them and using the “Update Location” button.



## Child Detail Look Up

To view more information about a child, click on their name on the main screen of the admin console. This will bring up a child's detailed profile screen. Here you can view info, check them out, view their guardian list, and send a text message to a guardian (as long as they have enabled text messaging on their account).

# Kristin Tattar Jr.



Child:  
Kristin Tattar Jr.

Expected Pickup By:  
Kelly Support  
KidCheck

NAME:

Kristin Tattar Jr.

GENDER:

Female

FIRST TIME CHECK-IN:

★ First time check-in!

DATE OF BIRTH (AGE):

May 5, 2010 (13y)

MEDICAL/ALLERGY INFO:

(none)

PRIVATE MEDICAL/ALLERGY INFO:

(none)

CHECK-IN NOTE:

(none)

CHECK-IN TIME:

11:39 am

CHECK-IN LOCATION:

1st Service  
7th Grade

CHECK-IN ARRIVAL CONFIRMATION:

Unconfirmed

TOTAL TIME IN:

0h 0m

CHECKED-IN BY:

Kelly Support KidCheck

GUARDIAN LOCATION:

KidCheck Support: 1st Service  
Coffee Bar

EXPECTED PICKUP BY:

Kelly Support KidCheck

View Guardian List

Check-Out

Purchase Details

Survey Record Details

Update Location


Reprint Name Badge

Issue Pickup Alert


Confirm Arrival

## Child Detail Look Up (continued)

### Check-Out

Scan Receipt:  


Or Select Check-Out Guardian:  
Select Guardian...




Check-Out From:  
 8am Morning Check-In  
Nursery (0-3yrs)

Check-Out

### Survey Details

No surveys available

### Guardian List

✓	 <div><b>Kelly Support KidCheck</b> (Check-In Guardian) Cell: (202) 444-9227 <a href="#">Resend Guardian Receipt Text Message</a></div>	Emergency Text Message <div></div> <div>Send Message</div>
✓	 <div><b>Mr. Espresso</b> Cell: (202) 444-9227 <a href="#">Resend Guardian Receipt Text Message</a></div>	Emergency Text Message <div></div> <div>Send Message</div>
✓	 <div><b>Jomez Pro</b> Cell: (202) 444-9227 <a href="#">Resend Guardian Receipt Text Message</a></div>	Emergency Text Message <div></div> <div>Send Message</div>

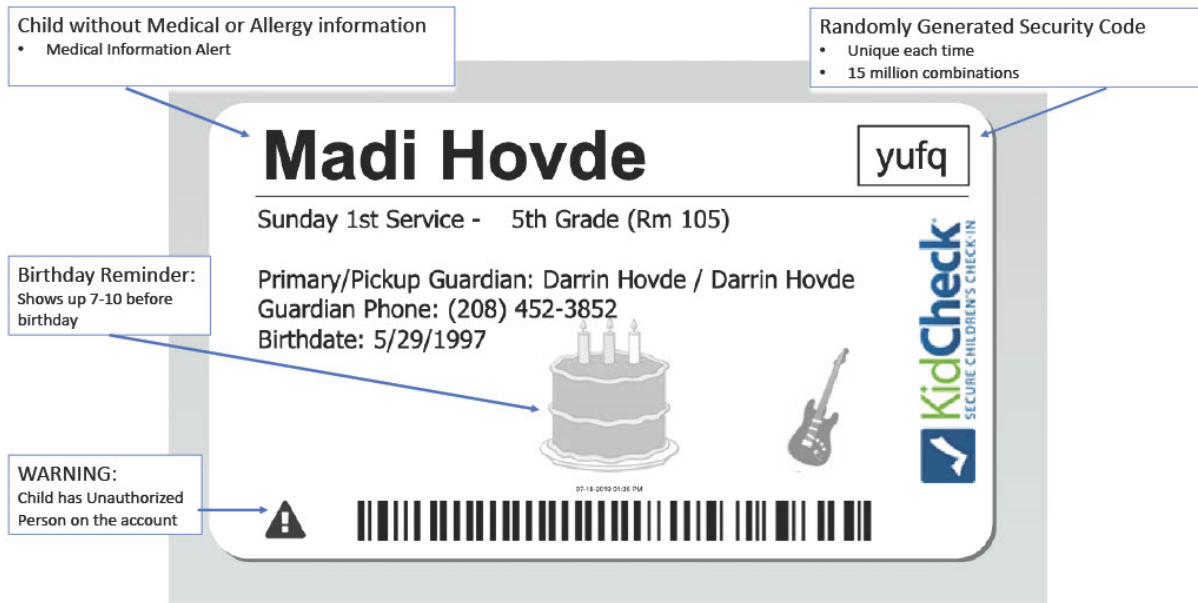
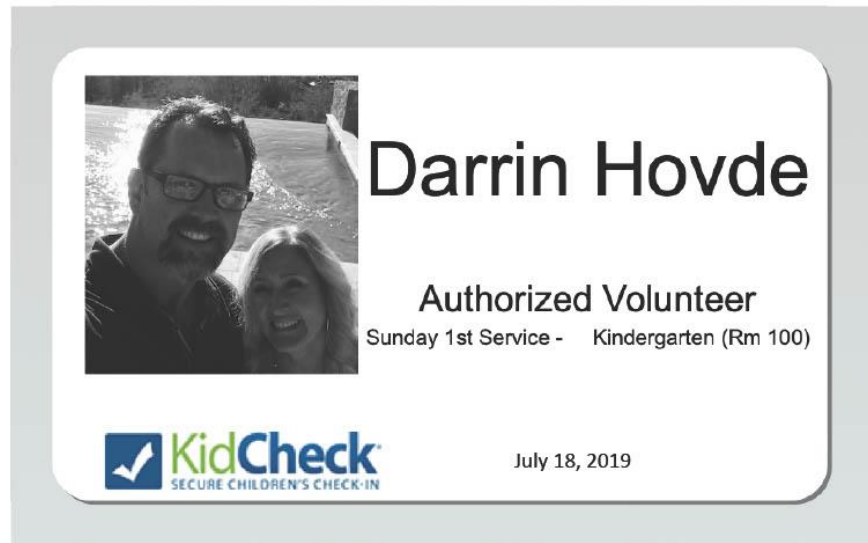


# Child Check-Out

Check with your organization's administrator about the preferred check-out process.

## Visual Check-out

The name badge and guardian receipt are designed to be the "lock and key" for check-out with their unique matching security codes. Simply have the guardian request their child by name, and then look at both the child label and guardian receipt to ensure the codes match. Upon verification you can release the child to the guardian. Everyone will be cleared out of the system automatically at midnight.



#### Medical Information Alert

- Highlights Name for Medical Alerts
- Easily Visible for Employees & Volunteers

#### Randomly Generated Security Code

- Unique each time
- 15 million combinations

#### WARNING:

Child has Unauthorized Person on the account

**Savannah Hovde** yufq

Sunday 1st Service - 2nd Grade (Rm 102)  
Sunday School - 2nd Grade (Rm 102)

Primary/Pickup Guardian: Darrin Hovde / Betty Gibson  
Guardian Phone: (208) 452-3852  
Pager Number: 0  
Birthdate: 2/5/2012

Medical/Allergy Info:  
Milk

Note: GROUCHY

**KidCheck**  
SECURE CHILDREN'S CHECK-IN



07-11-2015 12:13 PM

No Parent or Child information, encase receipt is lost a predator doesn't know who to look for. This information is also sent to the parents App on their phone.

#### Randomly Generated Security Code

- Unique each time
- 15 million combinations

## Guardian Receipt

yufq

This is your check-in receipt. Hold onto this tag until you are ready to pick-up your children as the staff will need to verify the security code.

**KidCheck**  
SECURE CHILDREN'S CHECK-IN



07-10-2015 11:45 AM

### Electronic Check-out

Electronic check-out takes visual check-out to the next level. First, scan the barcode on the child's name badge to pull up the "Detail Lookup" screen. As noted earlier, this screen houses all the detailed child information including child/guardian contact information and listing of authorized and unauthorized guardians. From the "Detail Lookup" screen, scan the guardian receipt barcode. If they match, KidCheck processes the check-out and you'll see the message "Successful Check-out".

### Check-out with Keytag or Phone Number

If your organization prefers, guardians can also either scan their key tag or enter their 10 digit phone number and select the children to check out, just as they did for check-in. You will still need to complete the visual or electronic check-out procedures to ensure the authorized guardian/child match.

### Bulk Check-out

KidCheck offers a bulk check-out feature so you can check-out all the children at once when needed (for example, between a morning and evening service on the same day, in order to start with a clean slate for the later service). Bulk check-out is available on the Plus and Premier Editions.

### Check-out Text Messages

For parents with enabled text messaging, when someone other than the primary guardian checks a child in or out, the primary guardian will receive a text notification letting them know the child has been checked-in or picked up.

### Missing Guardian Receipt

If a guardian attempts to pick up a child without a receipt (e.g. lost or didn't give to spouse), check to ensure they are an authorized guardian. Use the Admin Console to check the list of authorized and unauthorized guardians. Leave the child safely in the room while you check. View the guardian names and photos to determine if you can release the child. If needed, ask for a driver's license as proof of identification as well. Once verified on the guardian list, select their name from the "Select Check-Out Guardian" field and choose "Check-Out". Check-out is now complete.

## More Information

Additional articles, videos, tutorials, and training resources can be found at [www.kidcheck.com/support](http://www.kidcheck.com/support)