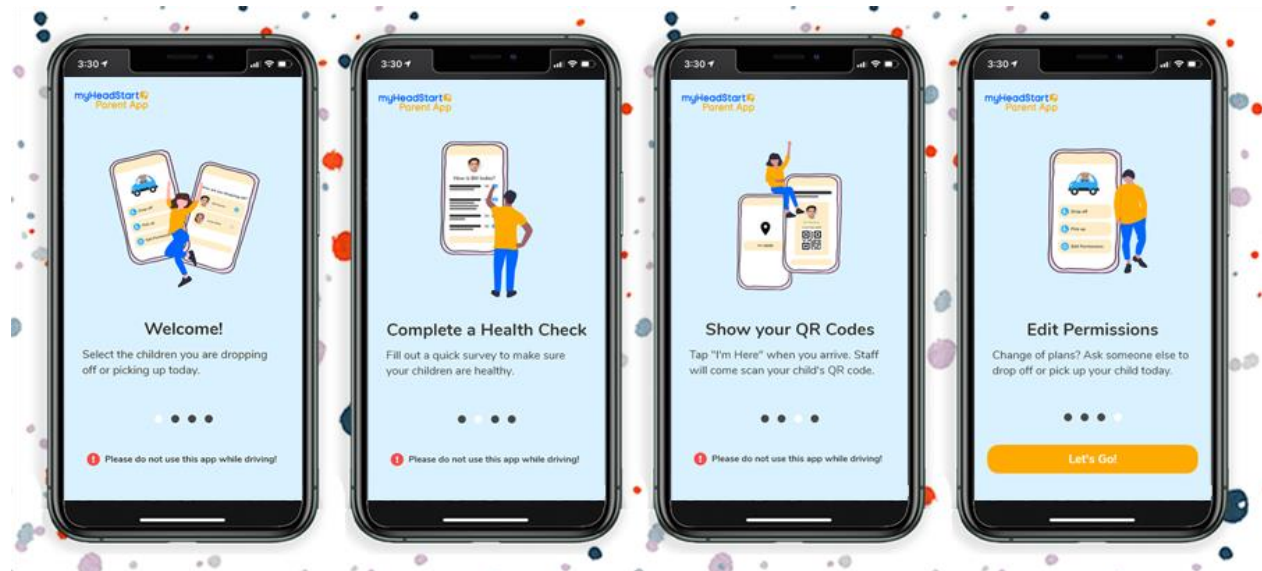


## myHeadStart Parent App/Portal

### Section A - myHeadStart Parent App (iOS + Android)

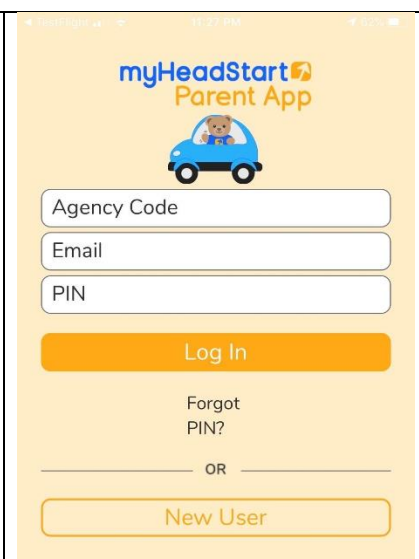


The myHeadStart Parent App (iOS + Android) enables contact-free drop-off and pickup. After completing daily health checks for their children, parents tap "I'm Here!" to show QR codes. Staff can simply scan the QR code with a smart phone, tablet, iPad, tablet, or computer that has a camera to take attendance.

### How the app works from a parent's perspective

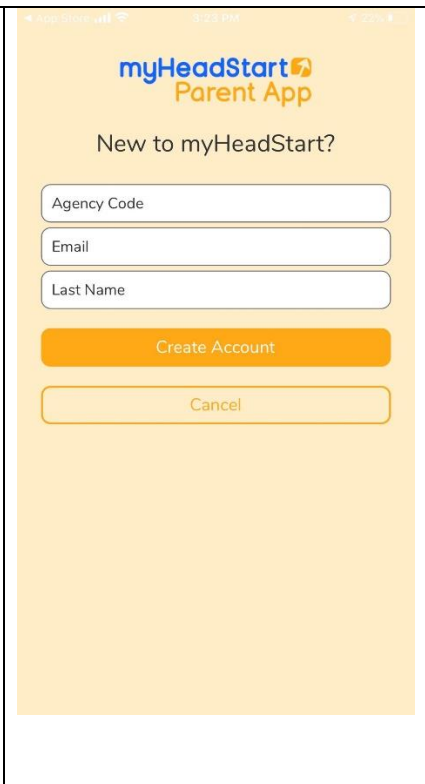
#### Download the app and login

1. A parent would need to get the Agency Code from an agency staff member. An agency staff user can find the Agency Code under in the myHeadStart system under Help Desk >> My Agency QR Code.
2. The parent can download the app from the Apple's App Store™ for an iOS device such as iPhone or iPad, or Google Play Store™ for an Android device.
3. If it is the first time for the parent using the app, she/he will need to tap [New User] to get to step 3.a blow. Otherwise, the parent can just enter the Agency Code, her registered email address and her PIN to login.



**3.a.** If it is the first time for the parent using the app, she/he will need to tap [New User] to see the screen on the right; Then enter the agency code she obtained from an agency staff person, her registered email address, and last name in the myHeadStart system; Tap on the [Create Account] button. The system will prompt the parent to check her email for her PIN.

**3.b.** The parent can now login with the Agency Code, her registered email address and her PIN to login.

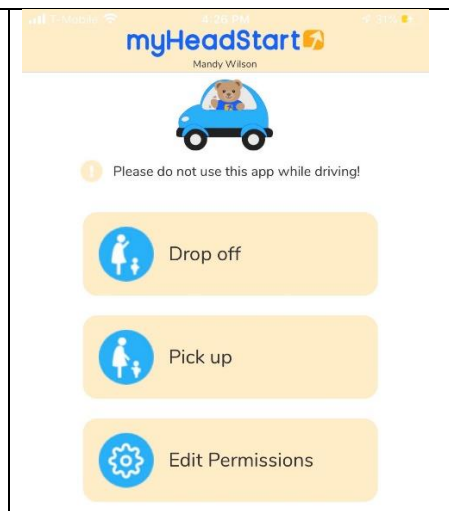



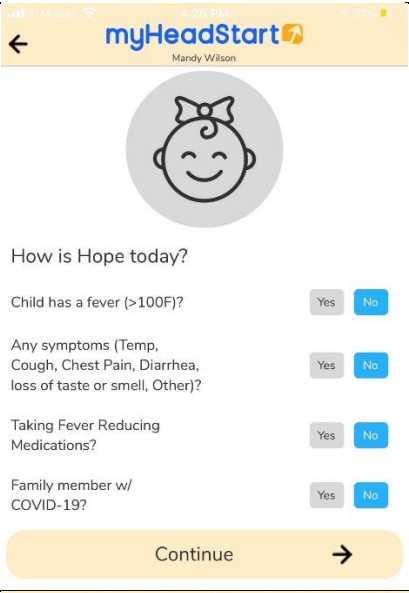
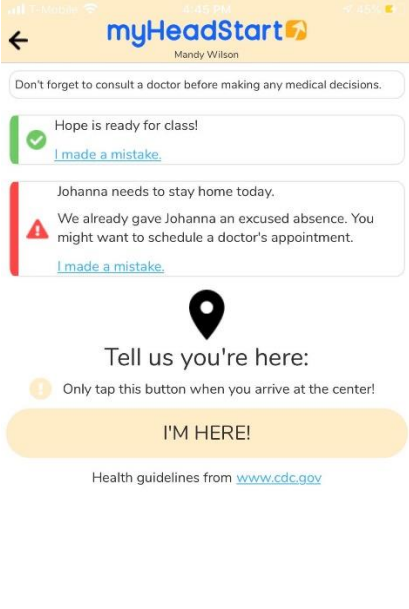
## Daily health check, and drop-off child(ren)

After login, the parent would see the home page of the app (see image on the left).

**Drop off child** in the morning:

**1.** Parent taps on [Drop off].

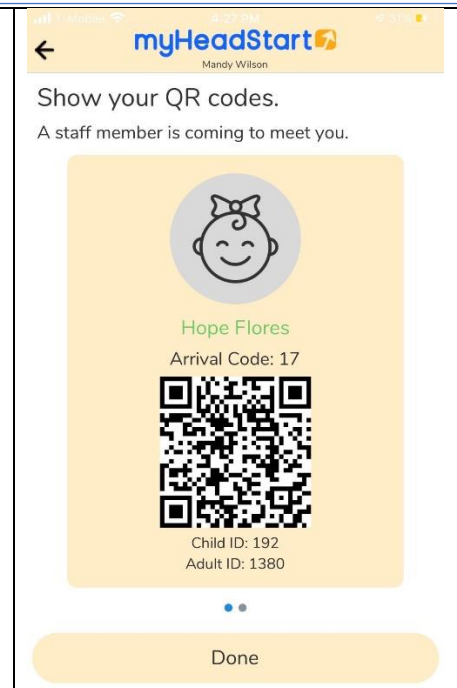


<p>2. The parent then selects the child she wants drop off. Taps [Continue].</p>	
<p>3. She answers the daily health check questionnaire (image on left) for each child.</p>	
<p>4. If any question on a child’s daily health check has been answered “Yes,” the child will be automatically put on an <b>Excused Absence</b> attendance code (see image on the right for child Johanna. The other child Hope passed the daily health check.</p> <p>5. When the parent arrives at the center, she taps [I’M HERE] which will</p> <p>5.a. Open up a new screen with the child’s photo and QR code.</p> <p>5.b. Send a message to the staff users monitoring the “I’m Here Queue” in the myHeadStart system</p>	

6. The parent then shows the child's QR code to the staff person comes out to pick up the child from the parent. This child's attendance code is auto entered by the QR scan.

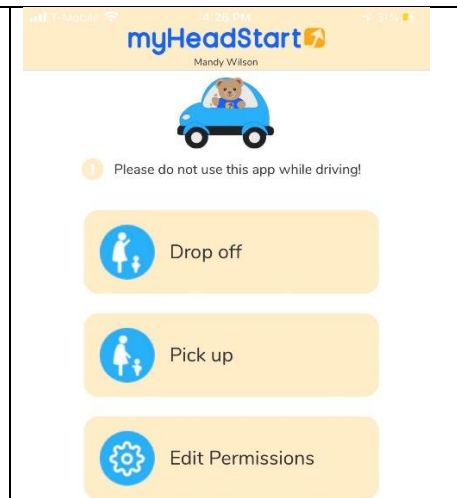
If more than one child is dropped off, the parent simply swipes the screen from right to left to show the next child's QR code.

The end of the morning drop off process!

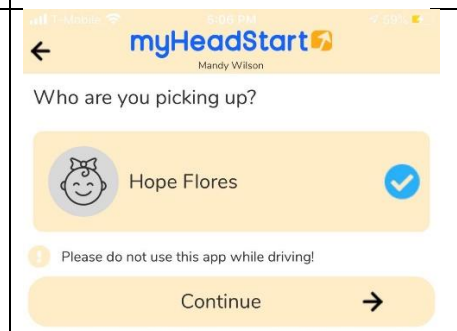


## Pick-up child(ren)

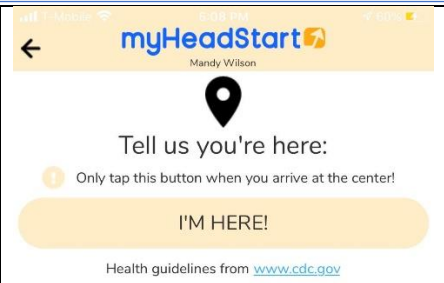
1. From the app's home page, parent taps on [Pick up].



2. The parent then selects the child she wants pick up. Taps [Continue].



3. Upon arriving at the center, parent taps [I'M HERE].

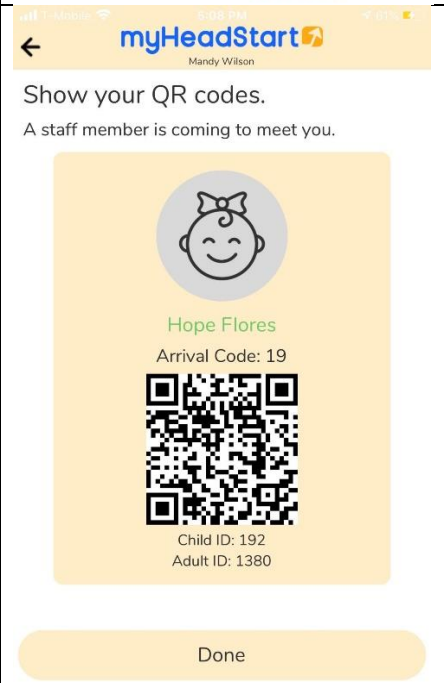


4. The parent then shows the child's QR code to the staff person comes out to

4.a. Scan the QR code on the parent smart device.

4.b. Hand over the child to the parent.

The end of the after pick-up process!



## Section B – The Parent Portal (Web App)

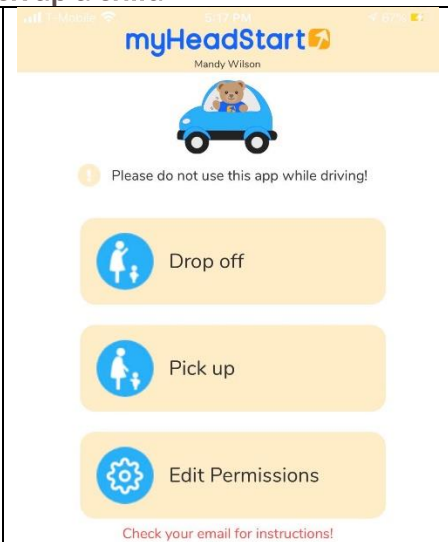


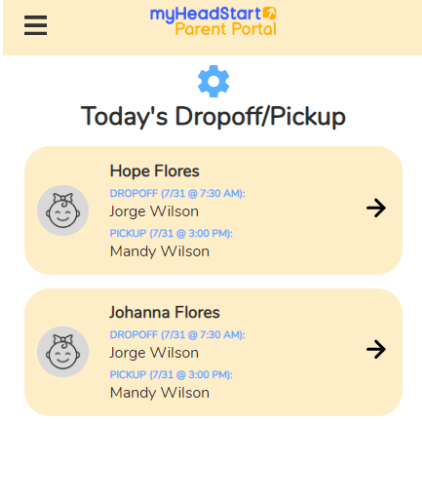
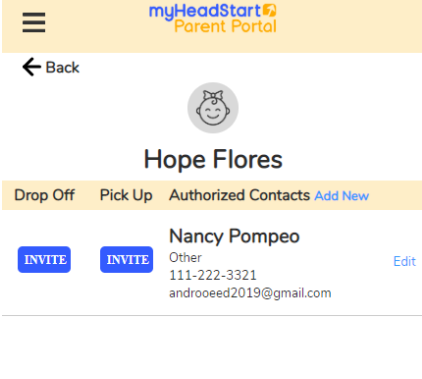
Using the myHeadStart Parent Portal (website), parents can set a default drop-off/pickup schedule. They can also invite authorized contacts like neighbors, relatives, and friends to drop-off/pickup their children, viewing RSVPs in real-time.

### Authorize a non-parent

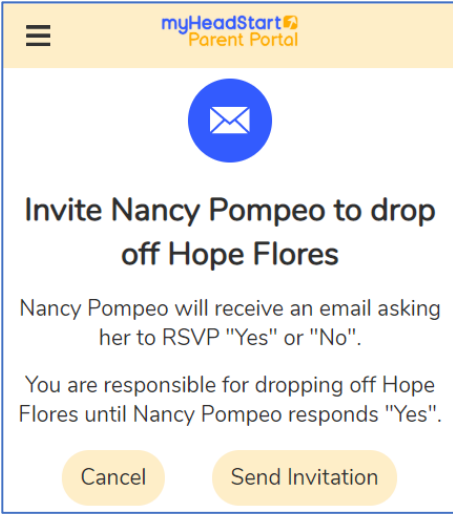
#### Parent designates a non-parent person to drop-off or pick up a child

1. A parent taps [Edit Permissions]. The system shows a message: “Check your email for instructions.”



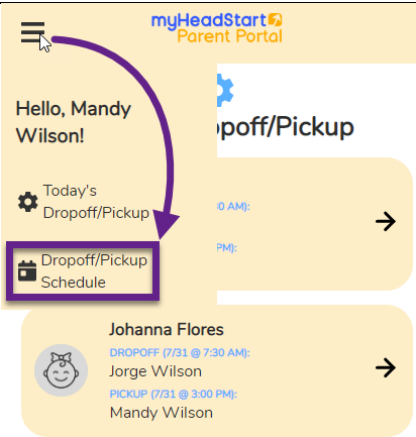
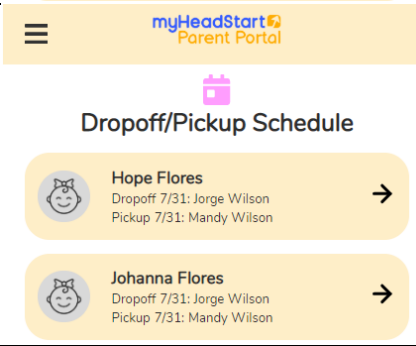
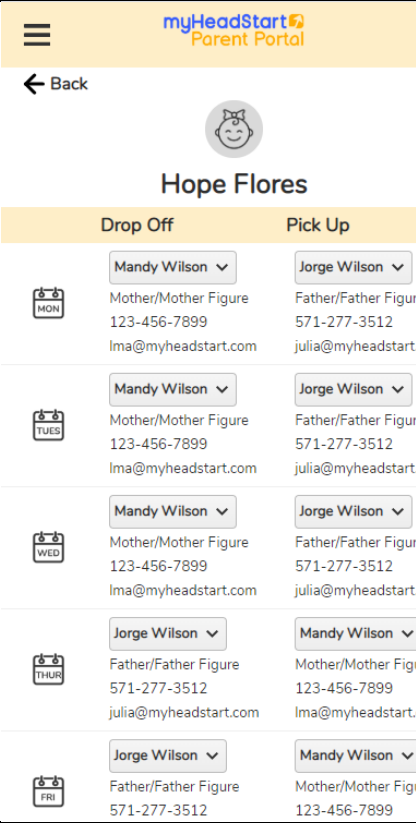
<p><b>2.</b> Parent receives an auto email from the myHeadStart system with a URL link to the Parent Portal.</p>	<p>Hello Mandy!</p> <p>In your Parent Portal, you can:</p> <ul style="list-style-type: none"> <li>• Assign someone else to drop off or pick up your child today</li> <li>• Edit your default dropoff/pickup schedule</li> </ul> <p>Go to Parent Portal:</p> <p><a href="https://myheadstart91.cleverex.com/mobilParentId=kobDCCeUQcA%3D&amp;UID=14hYZ0S41g%3D&amp;App=smT3ZcerOfXN4lxzas6sqw%3D%3D">https://myheadstart91.cleverex.com/mobilParentId=kobDCCeUQcA%3D&amp;UID=14hYZ0S41g%3D&amp;App=smT3ZcerOfXN4lxzas6sqw%3D%3D</a></p> <p>Have a great day!</p>
<p><b>3.</b> Parent taps on the URL inside the email to visit the Parent Portal website. See image on the right.</p> <p>By default, the screen shows the “Today’s Dropoff/Pickup” from the regularly scheduled drop-off and pick-up person. These are normally the parents/legal guardian documented on the Parent/Guardian tab.</p> <p>This regular schedule can be changed by the parent/guardian.</p>	
<p><b>4.</b> Parent can designate a non-parent adult to drop off and pick up a child for the day (today). Tap on a child’s name to see the screen on the right.</p> <p><b>4.a.</b> Taps on the appropriate [INVITE] button to send out an invite email to a person.</p> <p><b>4.b.</b> Taps [Add New] to add another non-parent person to the list. The new person will be added as an Involved Adult.</p>	
<p><b>5.</b> Upon tapping on the [INVITE] button, the parent will see the following message:</p>	<p>Hello Nancy,</p> <p>Mandy (<a href="mailto:mandy@email.com">mandy@email.com</a>) has requested you to drop off her child, Hope Flores:</p>



 <p>Parent taps the <b>[Send Invitation]</b> button to send the email (similar to the sample email on the right.)</p>	<p><b>Time:</b> 7:30 AM, Thursday, Jul 30, 2020</p> <p><b>Location:</b> 100 Some Drive, Some Town, VA 20001</p> <p>Please RSVP as soon as possible:</p> <ul style="list-style-type: none"> <li>• <b><u>YES</u></b>, I will drop off Hope Flores today.</li> <li>• <b><u>NO</u></b>, I am unavailable.</li> </ul> <hr/> <p>Thank you!</p>
<p><b>6.</b> Upon accepting the invite, the non-parent adult will receive an email similar to the sample one on the right.</p> <p>Then, this person can follow the instruction to proceed to download the Parent App and login with the Agency Code provided, email address, and last name.</p> <p>This non-parent “involved adult” can only see the [Drop off] and [Pick up] buttons on the home page and the QR code. This person cannot complete the Daily Health Check.</p>	<p>Hello Nancy,</p> <p>Thank you for agreeing to pick up Hope Flores on behalf of Mandy!</p> <p><b>Time:</b> 7:30 AM, Thursday, Jul 30, 2020</p> <p><b>Location:</b> 100 Some Drive, Some Town, VA 20001</p> <p><b><u>To proceed, please download the myHeadStart Parent App.</u></b> When you tap "New User," you will need to enter your Agency Code:</p> <p style="text-align: center;"><b>SilverHippo7Wings</b></p> <p>Thank you!</p>



## Update the default drop-off and pick-up schedule

Parent updates the regular drop-off and pick-up schedule																			
<p>1. A parent taps the [☰] to open a menu containing an option called “Dropoff/Pickup Schedule.”</p>																			
<p>2. Taps on a child name.</p>																			
<p>3. Parent will see the weekly drop-off/pickup schedule for the child selected.</p> <p>This is the default schedule that shows which parent drops off and picks up this child on each week day.</p> <p>When a parent changes the schedule, the system will immediately read from this schedule for the <b>default parent</b> to drop off or pick up on each day.</p>	 <table border="1"> <thead> <tr> <th></th> <th>Drop Off</th> <th>Pick Up</th> </tr> </thead> <tbody> <tr> <td>MON</td> <td>Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com</td> <td>Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com</td> </tr> <tr> <td>TUES</td> <td>Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com</td> <td>Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com</td> </tr> <tr> <td>WED</td> <td>Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com</td> <td>Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com</td> </tr> <tr> <td>THUR</td> <td>Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com</td> <td>Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com</td> </tr> <tr> <td>FRI</td> <td>Jorge Wilson Father/Father Figure 571-277-3512</td> <td>Mandy Wilson Mother/Mother Figure 123-456-7899</td> </tr> </tbody> </table>		Drop Off	Pick Up	MON	Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com	Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com	TUES	Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com	Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com	WED	Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com	Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com	THUR	Jorge Wilson Father/Father Figure 571-277-3512 julia@myheadstart.com	Mandy Wilson Mother/Mother Figure 123-456-7899 lma@myheadstart.com	FRI	Jorge Wilson Father/Father Figure 571-277-3512	Mandy Wilson Mother/Mother Figure 123-456-7899
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