

School Dismissal Manager FastLane Helpful Hints

Please be sure to know your Parent FastLane Number. This number can be found on the home page of both the SDM app and the web page. You should keep this number handy in the event that you are having a problem logging in or you forget to bring your phone for pick up. Protect this number like you would a PIN; it identifies you as someone authorized to pick up your student. Also bring your ID with you for pick up in the event that the system is down.

If you have logged into SDM and you do not see the button that says "Click To Check In Via QR Code", please know that you will only see that button on the day you are scheduled to pick up and only slightly before the pick up time (starting at 2:40pm on Full Days and starting at 11:25am on Early Release Days).

If you choose to pick up on a day that your child is not generally picked up, the exception you will choose from the drop-down menu is "Pick Up" Pick Up is the dismissal option and FastLane is the process we are using to dismiss via Pick Up.

If you are trying to login to the app and get logged out automatically, the reason is most likely that you are logged into the web version as well as the app. For security reasons, SDM does not allow you to be logged into both. If this happens, please log out and close out of the web version and then login to the app only.

If someone other than your student's parent/guardian will be picking up, you should add that person as a "View Only Parent". View Only Parents are Family Members, Nannies, Neighbors, etc. who occasionally or regularly assist with pick up. They can only receive notifications and login to the View Only Screen to see upcoming dismissal instructions and their FastLane parent number. Once added, these parents will automatically receive an email from SDM with their credentials. You may begin assigning this person for pick-up approximately 1 hour after their profile is created. Adding a View Only Parent can be done on the SDM website home screen or from the top left menu in the app. If your student is being picked up by a parent of another Memorial Student, just follow the instructions after choosing Pick Up by someone other than parent/guardian. For more information, click [here](#).

As always, if you have any questions about SDM, feel free to reach out to me by email at ksklar@email.medfield.net or phone (508)359-5135.