

Kiosk User Guide

Contents

Set Up and Use Your Kiosk	1
Download the Application.....	1
For Android.....	1
For iOS.....	1
Enable Auto-Updates	2
For Android.....	2
For iOS.....	2
Technical Support	3
Access the User Guide	3
Log Out of Kiosk App for Android.....	3
Uninstall and Reinstall the Kiosk App.....	3
Contact Us	3
Set Up Your Kiosk	4
Confirm Date and Time	4
Assign Key Tags	4
For Android.....	4
For iOS.....	5
Sign-In/Out.....	6
Parent or Pickup Person Using Key Tag or Phone.....	6
Parent or Pickup Person Using PIN.....	7
Touchless Check In/Out	8
Printable QR Codes for Touchless Check In/Out	8
Employee Using Key Tag.....	9
Employee Using PIN.....	10
Just Visiting Option	10

Set Up and Use Your Kiosk

Welcome to Smartcare Kiosk! This guide is to assist you with setting up and using the Smartcare Kiosk with your tablet or iPad. The Kiosk enables you to allow sign in/out capability for both parents and staff at your childcare center.

Download the Application

For Android

1. On your tablet, open Google Play Store and search for “Smartcare Kiosk.”
2. Tap **Install** to download it. You may be prompted to enter your Android ID and password.
3. Follow the prompts to install the app onto your tablet.

For iOS

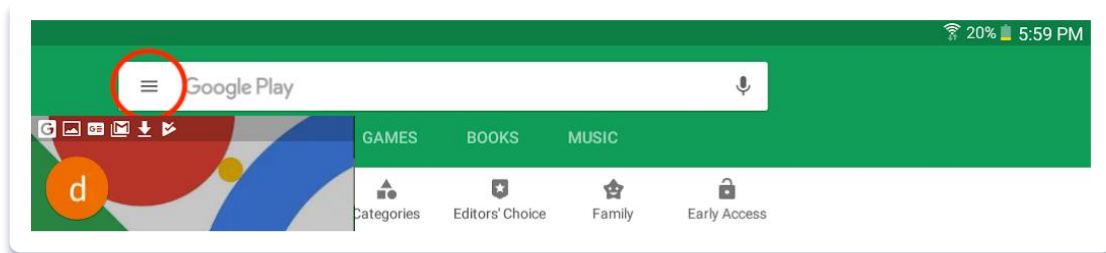
1. On your iPad, open the App Store and search for “Smartcare Kiosk.”
2. Tap **GET** to download it. You may be prompted to enter your Apple ID and password.
3. Follow the prompts to install the app onto your iPad.

Enable Auto-Updates

It's important to enable auto-updates to ensure that your Kiosk remains up-to-date and functions properly.

For Android

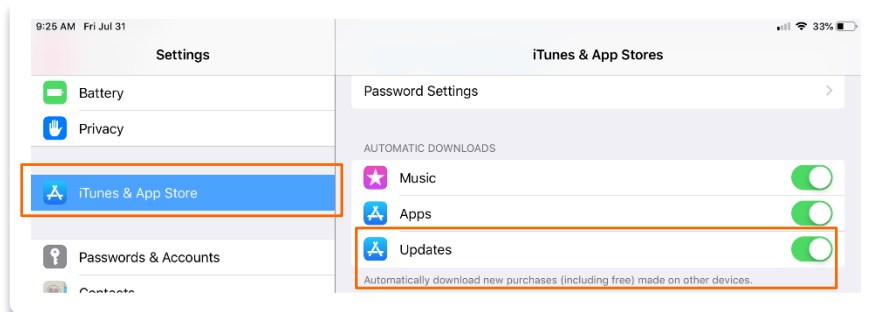
1. On your tablet, open Google Play Store and tap the **Menu icon** at the top left.



2. Scroll down and select **Settings**.
3. Tap **Auto-update apps**.
4. Select "Auto-update apps at any time. Data charges may apply."

For iOS

1. On your iPad, open Settings.
2. Locate **iTunes & App Store** in the left menu and tap on it.



3. Tap **Updates** to enable.

Technical Support

Access the User Guide

1. Open a browser and go to <https://help.smartcare.com/s/directors>.
2. Tap on **User Guides** under Articles.
3. Tap on **Kiosk** and the Kiosk user guide is displayed.

Log Out of Kiosk App for Android

These steps can be taken if you need to install an update or are asked by Smartcare Support to log out of the app for Android.

1. Open Settings on your tablet.
2. Scroll down the list of the left and select **Apps**.
3. Scroll down and tap **Smartcare**.
4. Tap **Storage**, and then tap **Clear Data**.
5. Tap **Delete**.

Uninstall and Reinstall the Kiosk App

For Android

1. Open Settings on your tablet.
2. Select **Apps** and then **Application Manager**.
3. Locate and tap **Smartcare**, then tap **Uninstall**.
4. Open the Google Play Store and search for "SmartCare Kiosk."
5. Install the app onto your tablet. You may be prompted to enter your Android ID and password.

For iOS

1. Touch and hold the Kiosk app on the Home screen until the apps jiggle.
2. Tap the X on the Kiosk app and then tap **Delete**.
3. Press the Home button on your iPad to get out of edit mode.

Contact Us

Phone: 1-844-SMARTER

Email: support@smartcare.com

Set Up Your Kiosk

1. Turn on your tablet or iPad and connect to Wi-Fi.
2. Tap on the **Smartcare Kiosk** app and log in using Director credentials. You may also need to select a specific center if you are part of a Smartcare enterprise plan.
3. Tap on your role and then leave the camera screen on.
4. Confirm that your device is plugged in.
5. Place your Smartcare Kiosk in the kiosk stand and set it near your center's entrance in a prominent location.

Confirm Date and Time

Sign-ins and sign-outs are time-stamped through the Kiosk. If the time on the Kiosk does not match your current time, you can manage the time under device settings.

1. Open Settings on your tablet.
2. Select **General management**.
3. Select **Date and time**.
4. Tap on **Automatic date and time** to enable or tap **Select time zone** to manually choose your location.

Assign Key Tags

If you use key tags in your center, you can assign them to parents and employees either through the Smartcare Kiosk for Android or through the Smartcare Center App for iOS.

For Android

1. Log in to the Kiosk using your Director credentials.
2. Tap the settings icon at the top right. If you don't see the settings, you will need to **log out of the app**. Log back into the app but do not clock in. You should now see the settings icon.
3. Select **Assign Key Tags**.
4. Scan the key tag over the Kiosk screen, aligning it with the QR code.
5. Locate and select the parent or employee you want to assign to the key tag.
6. Tap **I'm Done** to finish.

For iOS

1. Log in to the Smartcare Center App.
2. Locate the person you want to assign a key tag to:
 - a. Adult: Tap the menu icon at the top left of the screen and select **Adults**. Locate the person and tap on their name to open up the profile.
 - b. Employee: Tap the menu icon at the top left of the screen and select **Employees**. Locate the person and tap on their name to open up the profile.
3. Assign a key tag:
 - a. Adults: Select the **App Access** tab at the bottom of the screen. Tap the three dots at the top right and select **Add a Key Tag**. You may be asked to allow Smartcare to access your camera. Scan the key tag over the iPad screen. Tap the **X** at the top right to exit out of the screen.
 - b. Employees: Select the **Positions** tab at the bottom of the screen. Tap User Role at the top. Tap the three dots at the top right and select **Add a Key Tag**. You may be asked to allow Smartcare to access your camera. Scan the key tag over the iPad screen. Tap the **X** at the top right to exit out of the screen.

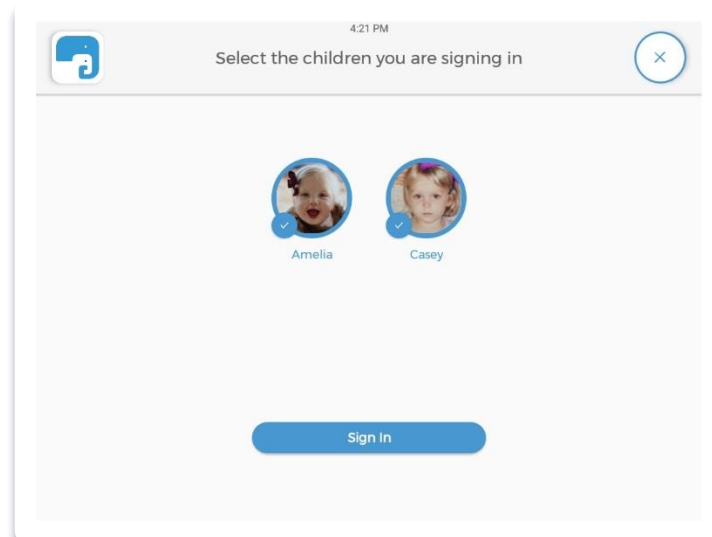
Sign-In/Out

Parent or Pickup Person Using Key Tag or Phone

A parent or pickup person can use a key tag or access a QR code using the Smartcare Parent App on their phone.

1. Place key tag or phone in front of the Kiosk camera until it reads the QR code.
2. Tap **Sign Children In / Sign Children Out**.
3. Tap the child's picture to select, then tap **Sign In / Sign Out**. You can tap on more than one child if applicable.

Note: If your center has enabled Electronic Signature, parents will be prompted to provide an electronic signature in the space provided before sign in/out is complete.

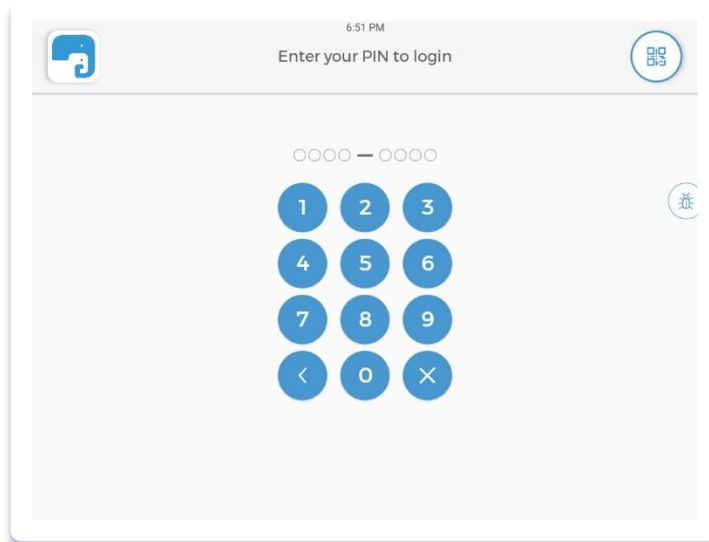


Parent or Pickup Person Using PIN

Upon enrollment in your childcare center, parents or guardians receive a confirmation email with a link to set up their password and PIN.

1. Tap the **PIN icon** at the top right.
2. Enter the unique 4-digit or 8-digit PIN.

Note: If your center has switched to using a 4-digit PIN from an 8-digit PIN, the 4-digit PIN is the first four digits of a person's 8-digit PIN.



3. Tap **Sign Children In / Out**.

Tap the child's picture to select, then tap **Sign In / Sign Out**. You can tap on more than one child if applicable.

Note: If your center has enabled Electronic Signature, parents will be prompted to provide an electronic signature in the space provided before sign in/out is complete.

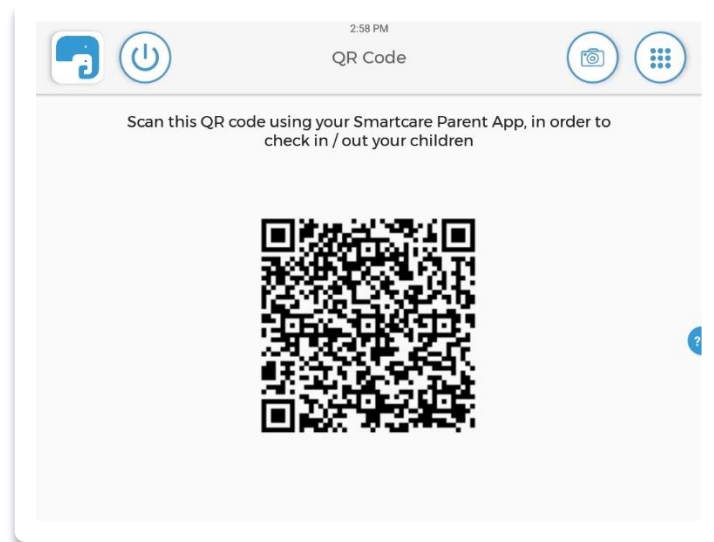
Touchless Check In/Out

If your center has enabled Touchless Check In/Out, parents can check their child in or out without having to touch the Kiosk.

1. Parents will use the scanner on their Smartcare Parent App to scan the QR code displayed on the Kiosk.
2. From there, they can sign children in or out directly in the app on their mobile device.

Notes: Parents may be prompted to allow Smartcare to take pictures and record video. They must tap **Allow** in order for this function to work.

Parents can still tap the **camera icon** to scan their key tag or tap the **PIN icon** to enter their PIN and the check in/out options will be displayed on the Kiosk instead of the Smartcare Parent App.

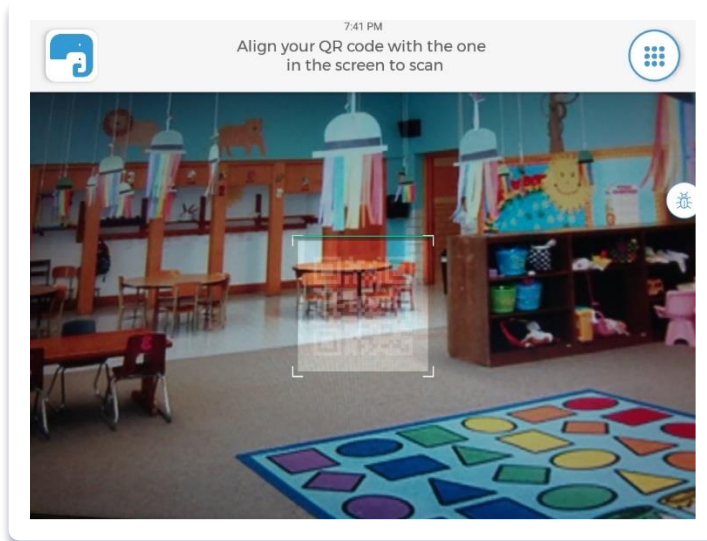


Printable QR Codes for Touchless Check In/Out

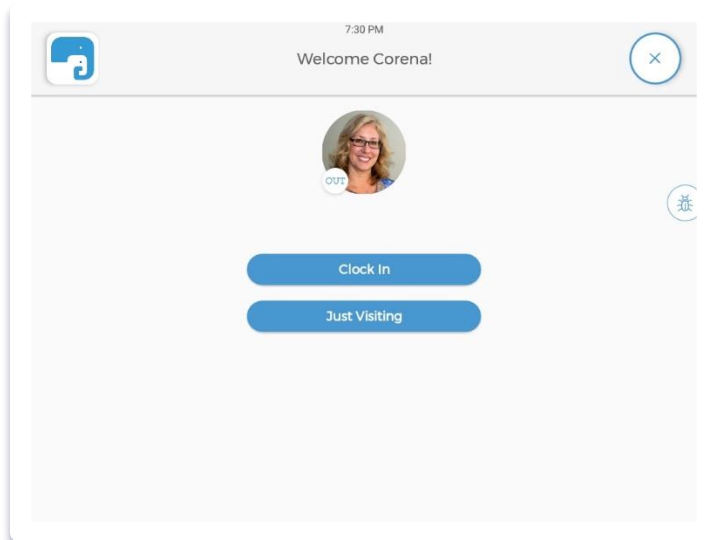
Printable QR codes enable centers to create a unique QR code to post at multiple drop-off/pickup stations. Refer to the Smartcare Center App, Smartcare Web Portal, and Smartcare Enterprise User Guides on how to set up printable QR codes.

Employee Using Key Tag

1. Place key tag in front of the Kiosk camera until it reads the QR code.



2. Tap **Clock In/Out**.
3. Tap on your role to clock in or out.



Employee Using PIN

1. Tap the **PIN icon** at the top right.
2. Enter the unique 4-digit or 8-digit PIN.
3. Tap **Clock In/Out**.
4. Tap on your role to clock in or out.

Note: If your center has switched to using a 4-digit PIN from an 8-digit PIN, the 4-digit PIN is the first four digits of a person's 8-digit PIN.

Just Visiting Option

Enterprise level accounts can enable a Just Visiting option for Kiosk sign-in. If you are using a door lock system, this gives parents and teachers the option to choose "Just Visiting" instead of signing in a child or clocking in. For example, if a parent has forgotten their keys and needs to get back into the center to get them, they can choose "Just Visiting" to access your center.

See the Smartcare Enterprise User Guide or the Smartcare Center Web Portal User Guide on how to enable this feature.

