



Parent Frequently Asked Questions

Who will have access to the information I put in my KidCheck account?

Your information is only visible to you, your authorized guardians and then Earle Street Baptist Church – but only after you check-in for the first time. Your data is safe. KidCheck uses the same secure data technologies as banks and never asks for personal identification information. Additionally, KidCheck never sells any information.

Should I set up one account or separate accounts for each parent/guardian associated with my child(ren)?

For families who share the same main address and contact phone information, one login account that covers both parents is the best option. A primary guardian should set up an account and list the children, then add their spouse/significant other and any other people they want to be able to drop off or pick up their children as authorized guardians. For example you can add grandma and grandpa or a trusted neighbor as authorized guardians. If appropriate, also include anyone that is not authorized. Don't forget to upload photos, as this increases safety.

When contact information and guardianship differs within the family unit, setting up separate login accounts for each guardian is the best option. This allows each guardian to list the children, their associated authorized guardians, use their own phone number to check-in and have the ability to manage and update their own personal information.

How does the Check-In PIN feature work?

If a guardian desires to add an extra layer of security to their account, they have the option of setting up a 4-digit check-in PIN. When added to their account, the PIN will be required at the time of check-in for their account to be used. KidCheck is designed to be a secure system even without the use of a check-in PIN, though some guardians may like the extra peace-of-mind a PIN provides. A PIN can be established in the “Check-In PIN” tab on the guardian’s check-in screen profile, or from the Preferences area if they log into their account from home. An administrator can help a guardian reset their PIN by looking the guardian up under the People tab, and clicking the “Disable PIN” link.

How is the allergy and medical information I note for my child used?

For safety reasons, it is imperative that ESBC is aware of any allergy or medical warnings. We will print this information right on the child check-in label. This is for safety purposes to ensure the volunteers are immediately aware of medical and allergy conditions for the child. Keep in mind this information is prominently displayed, so consider the specific information you input for your child when you create the account. **NOTE:** If your child does not have any allergy or medical information that the church needs to be aware of, please leave the field blank and do not put “none” in the field. Entering “none” or “N/A” will cause the color scheme on the name tag to change, indicating a medical/allergy alert.

For more information, please visit our website at
www.esbcgreenville.org/kidcheck



Parent Frequently Asked Questions

I forgot my password. How do I retrieve it?

To reset your password, simply go to login to KidCheck at go.kidcheck.com (no www) and choose login. Input your email/username and click the link “forgot your username and/or password”, then follow the instructions to reset your password. Once you are in your account you can click on preferences and manage your passwords, email and various other feature choices.

If you have not already set up a full login account, start to input the personal information here and KidCheck will look to see if you have an account started based on that personal information. It will pull up your account and allow you to complete it from there. Once the full login account is set up you can make password and other changes to it.

How do I receive automatic text messages when my children are checked-in and out?

In the account settings section of your KidCheck login account you can choose to enable or disable text message capabilities. Ensure your cell phone number is listed in your account. Standard text message fees may apply depending on your cell phone plan.

I input my photo into my account but it is not showing up.

It could be a simple timing issue. There is an approval process for photos input into KidCheck so they may not show up immediately after being uploaded. The photos are reviewed and approved several times a day by KidCheck personnel, not ESBC staff. The photos are reviewed to ensure they are of an actual person and that they are not inappropriate in nature.

If you upload a photo that is not of an actual person it will not be approved. Examples include: characters such as Darth Vader or Super Mario; animals such as a pet dog or lion from the zoo; a drawn picture of a stick figure or some other art. The purpose of the photo is to enable increased security allowing our ESBC volunteers to physically see that the person trying to check-out your child is indeed the same authorized guardian shown by the picture in the account.

"I am so excited our church is adding KidCheck to the preschool and children's department! The extra security makes me feel more at ease about my kids safety while I'm able to enjoy the sermon or participate in Wednesday night activities. The peace of mind that comes along with knowing my kids are safe is priceless! I believe all members and visitors will feel this same way! Way to go ESBC! Thank you for putting the safety of our kids first!"

Aimee R. ~ ESBC Member

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Volunteer Frequently Asked Questions

How do visitors and guests check in?

If they have a KidCheck account elsewhere:

They simply need to enter their 10 digit phone number (their account works at every KidCheck facility).

If they don't have a KidCheck account:

Instruct them to select the "I do not have a KidCheck account" link on the check-in screen. They will be asked to enter their first and last name, a phone number, e-mail address and their children's information. Since this only creates a guardian account and not a login account (with a username and password), it is especially important they put in an e-mail address. KidCheck will automatically send them an e-mail so they can complete their account and add the additional information including a username and password.

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