



KangarooTime Parent App

FAQ's for Parents and Guardians

The parent mobile app can be found in the Google Play Store and Apple App Store by searching: "KANGAROOTIME"

Or by following the links below:

Androids: <https://play.google.com/store/apps/details?id=com.kangarootime>

Apple: <https://itunes.apple.com/us/app/kangarootime-parent/id1425931902>



What is the difference between Sign Up and Sign In?

Sign Up may be used for those individuals who have not completed their accounts but do have a pending invitation from the Center that was emailed to them. Accounts may be completed by using the link emailed but should be completed using a Google Chrome browser for optimal experience.

Sign In is for the user who has completed their registration and already have created a password.

Why do I need to upload a profile photo of myself?

The photo is used for security purposes when the center staff verify your identity for checking out the child.

Why do I need to upload a profile photo for my child?

These photos are used to help the center staff track the children throughout the day, especially if there are new staff members that might not be familiar with the children yet.

What if I forgot my password?

From the Sign In page, choose "Forgot Your Password?", enter the email address you used for the account, click "Send Verification Code", which triggers either a text message or email depending on which information you have on file. If you selected e-mail and don't see a verification code in your inbox, check your spam/junk mail folder.

Can I see photos and activities of my child throughout the day?

Yes, anytime a teacher has uploaded a photo or updated an activity, you will see that in real time through the mobile app in the Gallery and in the Activity Feed. You will also get an email with a PDF of the daily note once the child is checked out. This applies to any parent or guardian with "Daily Note" privileges.

What if my home page/activity feed is blank?

Please contact the school directly to ensure the staff has begun updating activities and adding photos.

Can I update my child's allergy and emergency contact information?

Absolutely! The Primary Account Holder can edit allergy, emergency contact, and demographics right from the mobile app

Can my activity feed show actual times instead of xx minutes ago?

Yes it can! All you need to do is access Settings from the menu and change the setting for "Use timestamps in your Activity Feed" to ON.

Why am I considered a "Guardian"?

The term Guardian is just an account type in KangarooTime. The Primary Account Holder will invite other adults (co-parent, nanny, grandparent, etc.) to have a Guardian account and will assign various privileges (i.e. billing, check in/out, messages, etc.). As of right now there can only be one Primary Account Holder per family, but we may change this down the road.