

# CONCORD ROAD ELEMENTARY SCHOOL

## **IMPORTANT! ACTIONABLE! TIME SENSITIVE! REQUIRED!**

**EVERY CONCORD ROAD FAMILY MUST ACT ON THIS AFTER RECEIVING THE SDM EMAIL, AND PRIOR TO 9/8 SO WE KNOW HOW YOUR CHILD IS GETTING HOME!**

Concord Road is using an online dismissal system, called School Dismissal Manager (<https://www.schooldismissalmanager.com>), to help manage our dismissal communication. Concord Road parents will use this account to maintain students' dismissal plans. **Teachers and the main office staff will no longer be accepting dismissal notes, emails or phone calls.**

Prior to 9/8, you will need to log in to enter your child's regular (default) dismissal information so we know how your child will be getting home every day this year. **If you have already actively used School Dismissal Manager (SDM) last year, you will still need to log in to set up your account for this school year.** This process should take approximately 2 minutes.

**New families will be receiving an email from School Dismissal Manager (SDM) with their username (which will be your email address) and password the week before school starts. Returning families will use their username and password.** When you log in for the first time as a new family, your child's "default" (regular) dismissal plan will need to be added. If you are a returning family, you will need to log in and update your child's "default" (regular) dismissal plan. **Your "default" dismissal plan is your regularly occurring, typical Monday through Friday dismissal plan.** You will need to indicate your child's arrangements for each day of the week. If your child typically takes the bus every day, you would choose "bus" for every day of the week. If your child is regularly a main building walker every Monday, regularly goes to ACC every Tuesday and regularly takes the bus on Wednesdays, Thursdays and Fridays, this should be entered as the "default" plan for your child. ***(TIP: Remember that any typical, regular dismissal plans should be entered as default plans and NOT as exceptions!)***

If you need to make a change to this regular default plan, called an "exception," you will log into School Dismissal Manager and follow the prompts on the screen. "Exceptions" might be for a single day (for example, a doctor's appointment) or for a brief, recurring chunk of time (for example, a fall ASP class). Parents can make all changes online, including early dismissal changes and changes to the adult who is picking up. Changes can be made multiple times each day until 1:30 PM. Please note that we will no longer maintain a change of dismissal phone line in the main office. After 1:30 PM, the finalized dismissal information for the building will be distributed to the faculty so your child's teacher has ample time to prepare for a smooth dismissal. A link to School Dismissal Manager has been posted to our Concord Road website under the "Parent" tab so parents can easily log in to change their child's default dismissal.

**ALL FAMILIES MUST ENTER THEIR CHILD'S DISMISSAL PLANS AFTER RECEIVING THE SDM EMAIL, AND PRIOR TO 9/8. Please contact [sdm@ardsleyschools.org](mailto:sdm@ardsleyschools.org) if you encounter any difficulty and need support. (Please be sure to check your spam filter before reaching out for support.)**

## FREQUENTLY ASKED QUESTIONS ABOUT SCHOOL DISMISSAL MANAGER

### **Where is my username and password?**

New families will be receiving an introductory email from SDM explaining the School Dismissal Manager system. At the bottom of that email you will find your family username and password. Please scroll to the bottom of the email to find this information. Look carefully, as it is easy to overlook. If you cannot find this email with your login information, please contact [sdm@ardsleyschools.org](mailto:sdm@ardsleyschools.org) and we can resend your welcome email letter. ***Returning families will use their previous username and password.***

### **How come my username and password from last year are not working?**

School Dismissal Manager retains parent login credentials from year-to-year. If your password isn't working your school may not be setup yet for the new school year. If it has then use the "Forgot Password" function to reset your password.

### **What is the difference between a "Default" and a "Recurring Exception"?**

- A "default" is your child's normal dismissal routine that occurs two or more days in a typical week.
- A "recurring dismissal" is an exception that reoccurs weekly for a specific period of time. This function is only available on the desktop parent screen.
- NOTE: Parents should not try to use the "recurring dismissal" feature to set student defaults for the entire school year. If you need to change your child's default, please call the school to do this properly.

### **What is an exception?**

An exception is a change to your child's daily dismissal routine or "default".

### **What if my child's default dismissal plan is incorrect?**

When you first sign into the system, you will find that your child's "default" Monday-Friday dismissal plan will NOT be correct. Please change it to reflect your child's typical routine.

### **How do I schedule a recurring exception?**

In order to set up a recurring exception for your child, in other words, if your child has the same dismissal plan on the same day each week for a specific period of time, it can easily be entered into School Dismissal Manager. Click on "recurring dismissal instructions" which is located at the top of the page in blue writing within the tool bar. Follow the prompts which include the dismissal instruction, the frequency, and a start and stop date. Follow the directions for "recurring exceptions" above if this will

take place on the same day each week over a period of several weeks. If your child has been enrolled in an ASP activity, for example, this will need to be entered as a recurring exception. Please note the class in the comments field.

**How do I create more than one exception at a time?**

You may create more than one exception at time for a defined period of time. This can be done via the Recurring Dismissal Instructions screen.

**Is there a particular way to enter a play date?**

If your child is going on a playdate, please choose either “main building walker” or “primary walker,” as applicable, and indicate who will be picking up your child in the “notes” box. As in years’ past, children may not ride a bus unless they are permanently assigned to it. Students in grades 2, 3 and 4 may not be dismissed as primary walkers. Students in kindergarten and 1st grade may not be dismissed as main building walkers unless they have an older sibling in the main building.

**What do I do if I receive a confirmation email after I enter my child’s dismissal plans and it’s incorrect?**

Log back into the system and correct the dismissal plan. Changes can be made up until 1:30 PM.

**Is there a cut-off time to enter a change in my child’s dismissal plans?** Yes. The cut-off time for entering dismissal changes is 1:30 PM. In order for us to effectively communicate dismissal changes to each child’s teacher and to your child, it is imperative that we have this information before 1:30 PM. After 1:30 PM, no additional changes will be made. If there is an absolute, true emergency, please call the main office. On half days, the cut-off time is 10:30 AM.

**Is there an app?**

School Dismissal Manager apps are available from your phone app store free of charge. We have native apps for both Android and iOS.

**What do I do if I forgot my password?**

If you forgot your password, there is a Forgot Password link in the login area of the homepage, click this link and then enter your email address that is on file in SDM. You will receive an email in your inbox that provides instructions and a Click Here link prompting you to create a new password, entering it twice for consistency. Make sure your password is 8 characters in length and contains letters AND numbers or special characters. If you still have questions or find you are having issues after trying the Forgot Password link, please contact your school office directly for further assistance.

**The Forgot Password link isn’t working, what do I do now?**

In the event that the Forgot Password link doesn’t work, please call your school office directly and they will be able to assist you further by re-setting your password for you. Note that parents cannot login until the school has finished setting up SDM. You should receive an email notification when your school is ready for you to start.

**Can I create an exception for a day that is more than two weeks out?**

Yes, above the calendar you will find a Pick a Future Date option. Here you can select any school day during the entire school year to create an exception.

