

Brightwheel Tips

Adding Contacts (Family, Approved Pick-ups, Emergency Contacts)

Initially, you will be able to add and edit Family Members, Approved Pickups, and Emergency Contacts on your child's profile. You will need to contact the school directly to make changes on your behalf once you see the banner that reads:

This profile is available to view only

When adding contacts you are given 4 options: **Parent, Family, Approved Pickup, and Emergency Contact**. Each one has slightly different functions and privileges:

	Parent	Family	Approved pickup	Emergency contact
Create a brightwheel account	✓	✓	✓	
Can check-in & check-out	✓	✓	✓	
View activity feed	✓	✓		
Send and receive messages	✓	Send only		
View child's profile	✓			
View and pay bills	✓			

Emergency contacts **do NOT have** pick-up privileges. In case of an emergency, they will be contacted.

Add a Contact using the Web:

1. Log in, then click on **My Children** at the top
2. Select your child's account by clicking on their name
3. Scroll down to the Contacts section and click **Add Contact**
4. Select the appropriate Contact Type from the dropdown menu
5. Add the new contact's information & click **Save**
6. You can send an invitation to join Brightwheel now or at a later date

Add a Contact using the Mobile App:

1. Log in to the brightwheel mobile app
2. Open your child's profile by tapping on their name
3. Tap the Pencil icon to edit
4. Scroll to the section with the Contact Type header you would like to add
5. Tap **Add**
6. Fill out the contact's information and tap **Create**

Modify or Remove a Contact

Parents with edit permission can edit or remove contacts from a student's profile at any time. To do so, log into the web or mobile app, and follow the same steps to add a contact to locate the contacts sections of your child's profile. Click Edit if viewing on the web, or simply click on the contacts name on mobile, make your changes and click **Save**. To remove them, click **Remove** next to their name on the web or the **X** on mobile.

Change a Person's Contact Type

If you need to change a person's contact type, you will need to first remove them from the student's contact list and then add them again. Please make note of the email address used. When you add the contact back, choose the new contact type, **enter only the email address**, and save. The rest of the information will pull in from their account.