



# **Playground Instructions for Families**

## **Kids R.O.C.K.**

This packet provides guidance on using the Playground platform for Kids R.O.C.K., covering key topics as listed below. You can also explore the links provided for original articles and additional resources.

Additionally, these materials are provided by the Playground Support Team and may not reflect the exact setup or examples used in Kids R.O.C.K.

- Registration Overview for Families
- Sign-Up for Playground as a Guardian
- Guardian App Overview
- Add & Manage Guardians
- Paperwork for Guardians
- View and Manage Feed
- Manage Student Attendance as a Family
- Billing Overview
- Understand & Generate Tax Billing Statements
- FSA/HSA/Dependent Care Accounts

### **Help topics that apply to parents, guardians and the Family App.:**

<https://help.tryplayground.com/en/collections/2966039-for-families>

### **General help topics that apply to all users- administrators, teachers, and families:**

<https://help.tryplayground.com/en/collections/2966046-general-account-management>

Please note that Kids R.O.C.K. does not utilize all Playground features, as some may not align with our specific procedures and policies.

# Registration Overview for Families

Learn how to apply to a program, view pending applications, and next steps after being accepted.



Written by Courtney Ambielli  
Updated over 6 months ago

## Table of contents

*A warm welcome from the Playground team! We're excited to guide you through using Playground for your enrollment journey. This article will walk you through the entire process, from applying to being accepted into a program.*

 Enrollment applications must be completed in one sitting. You cannot save your work and come back to the application.

## How to Apply to a Program

Families can access applications through three different modes of communication: email, link, and QR code. Each method will direct you to a listing where you can apply for the childcare program.

 If you are applying for multiple children, please submit a separate application for each child.

1. From the listing link you've been given, you will be able to see all of the program's information and available plans for enrollment.

### About

Our preschool and daycare offers play-based early education for toddlers through Pre-K. Our programs are designed to help children learn social, emotional, cognitive, and motor skills through a variety of indoor and outdoor activities. Programs focus on helping each child become ready for Kindergarten with a focus on social-emotional skills and academics.

### Basics

 <b>DAYS</b> Mon, Tue, Wed, Thu, Fri	 <b>RATIO</b> 1:5
 <b>LANGUAGES</b> English, American sign language	 <b>CURRICULUM</b> Blended curriculum
 <b>MEALS</b> Lunch, Dinner	 <b>POTTY TRAINED REQUIRED</b> Yes
 <b>SESSION DATES</b> Apr 1st, 2022 - Nov 1st, 2022	 <b>SNACKS</b> 2
 <b>SUBSIDIZED CARE</b> Accepted	

### Typical day

8:30am	Drop-off/settle in/free play
9:45am	Morning circle
10:00am	Morning snack
10:15am	Outdoor play/neighborhood exploration
11:15am	Morning project
11:45am	Personal hygiene/meal prep

[Apply now](#)

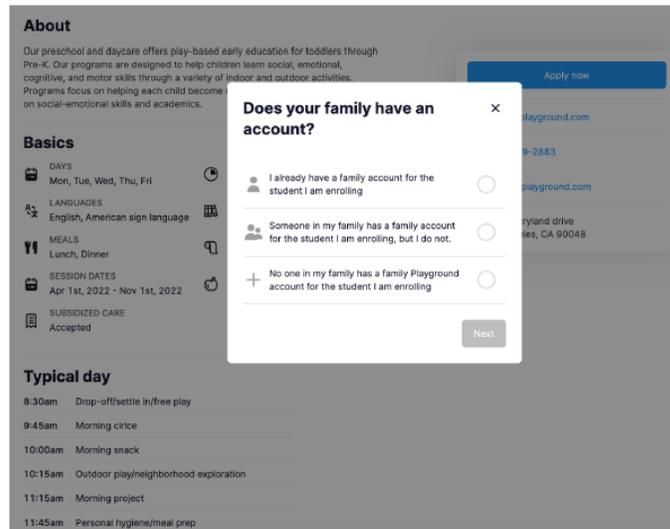
 [www.tryplayground.com](http://www.tryplayground.com)

 (310) 999-2683

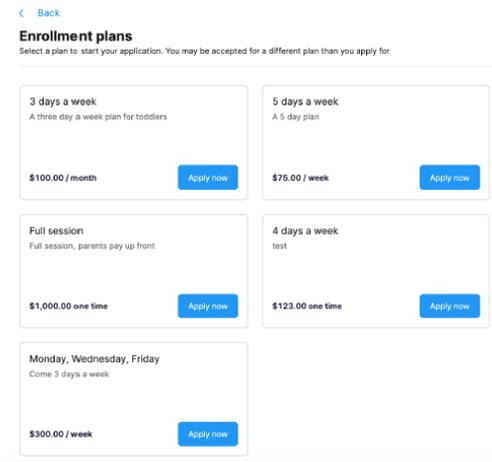
 [josh@tryplayground.com](mailto:josh@tryplayground.com)

 6236 Maryland drive  
Los Angeles, CA 90048

2. To register your student, click the **blue button** in the top right corner of the listing, just above the center's email address. You will then choose from three options to set up your account correctly:
  - a. **I already have a family account for the student I am enrolling.** You will be prompted to log in to Playground.
  - b. **Someone in my family has a family account for the student I am enrolling, but I do not.** You will be prompted to request an invite from a family member who has a Playground account for this student.
  - c. **No one in my family has a family Playground account for the student I am enrolling.** You will be prompted to create a family account.



3. Select the best plan for your student by clicking on the **blue button** in the bottom right of the plan you'd like to enroll in.



4. Enter all of the required information on the enrollment form. Click **Next** at the very bottom of the screen once completed. You can register additional children after submitting this form.
5. Select any **additional programs** or **add-ons** you'd like to enroll your child in. You can view the **summary of charges** on the right-hand side of the screen.
6. Click **Next: Confirm & pay** when finished.
7. Before submitting your application, please review the information you've entered to ensure its accuracy. In the Pricing Details section on the right, you will see **three categories of charges**:
  - a. **Due upon application:** charged immediately\*\*y.
  - b. **Due upon acceptance:** charged automatically to the provided credit card if your student is accepted by the center.
  - c. **Due on first billing period:** due according to the start date of the listing you've enrolled in.

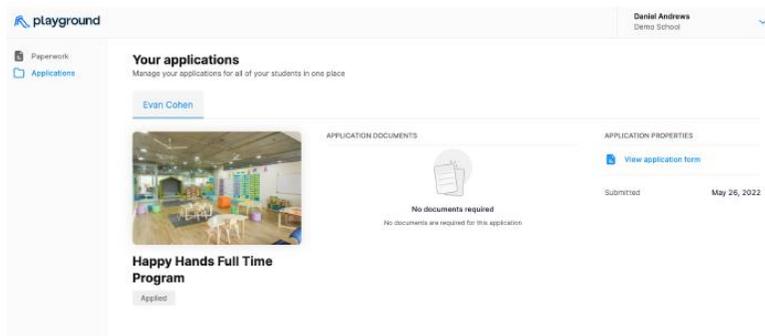
8. Enter your **payment information** and any **promo code** to receive a discount. Read and agree to the Terms and Conditions by selecting the **checkbox**. Once completed, click **Submit application**.
9. Once you've submitted your application, you'll have a few **next steps to complete** as seen in the screen below:
  - a. **Invite additional guardians** to Playground
  - b. Download the **Playground app**
  - c. **Complete any documents** requested by your center. [Click here to learn more about completing enrollment paperwork through Playground.](#)

💡 Please be advised, all credit card charges are subject to a fee of 3% +\$0.30.

## View your Application(s)

After applying to a program, guardians can review the submitted information and add any available programs that were not selected during the initial application process.

1. [Click here to log in to Playground using a Chrome or Safari browser.](#)
2. Once logged in, click on **Applications** on the left-hand side. This tab will display a list of all the applications you have submitted for each student. You can also check if there are any remaining documents to complete.
3. Click **View application form** to see your submission.



## What to do After Being Accepted into a Center

Congratulations!

Once you've been accepted to the center you've applied to, expect to receive two emails:

1. An acceptance email that confirms the schedule your student has been enrolled in.
2. You will receive a sign-up email to create your account and set up your password for logging into the Playground app. The email will be sent from [support@tryplayground.com](mailto:support@tryplayground.com).

💡 If you cannot find either email, please check your junk mail. If the emails are not in your inbox or junk folders, please contact your school administrator.

Once you've created your account, download the Playground mobile app for [iOS](#) or [Android](#) and use the email and password you just created to sign in. [Click here to check out our guide on signing into the Playground app.](#)

# Sign up for Playground as a Guardian

A step-by-step guide to setting up your parent account

 Written by Josh Andrews  
Updated over 4 months ago

Table of contents

Welcome to Playground! Playground is used to view and edit student information, receive updates from your center, pay your bill, and more! Follow along with this article to create and set up your Playground account.

## Sign-up for Playground

### Receive a Sign-up Link

School administrators will send sign-up links to guardians. If you have not received a sign-up link, contact the center your student is attending.

 The unique link can only be provided by the center.

Playground allows primary guardians to add new guardians for their student(s) via the mobile application. If you are a guardian wanting to add other guardians to your student's profile, review [this article](#).

### Create Your Playground Account

1. Sign-up emails will be sent from [support@tryplayground.com](mailto:support@tryplayground.com). If you cannot find your sign-up email, check your junk mail. If you cannot find the sign-up email, contact your school's administrator.

 Playground Team  
to me

2:51 PM (1 minute ago) ☆ ↶ ⋮



Dear New User,

Welcome to Playground! Demo School has registered your email as part of the sign-up process for the upcoming move to Playground.

Parents love Playground because it makes communicating easy, sharing the day's pictures and videos with family and friends a breeze, and managing your account as simple as a few taps.

Get started with three quick steps:

1. Click the "Create Account" button and enter your information. (Please note that this link is unique and intended for your use only)

[Create Account](#)

2. After creating your account, install the Playground School Management app from the [Apple App Store](#) or [Google Play Store](#) and sign in with the email and password you just created.

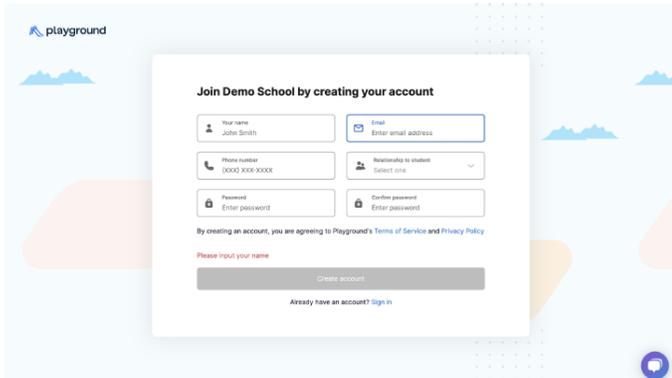
3. Once you've logged into the app, we'll send a second email with our [Parent App Overview](#) to help you get started using contactless sign-in/out, adding guardians, and communicating with teachers and other parents.

If you have any questions, we're here to help 24/7. Please contact us any time at [support@tryplayground.com](mailto:support@tryplayground.com) or through the live chat feature in the app or website.

[Unsubscribe](#)

2. Click the blue **Create Account** button in the sign-up email.

3. Enter your name, phone number, and relationship to the student. Create a password, then click **Create Account**.



a. Note: the email field cannot be edited on this screen. However, you can change your email address after you've signed up.

4. Your account has now been created. Log into Playground on web by navigating to [app.tryplayground.com](http://app.tryplayground.com) or download the mobile app.

## Log Into Playground

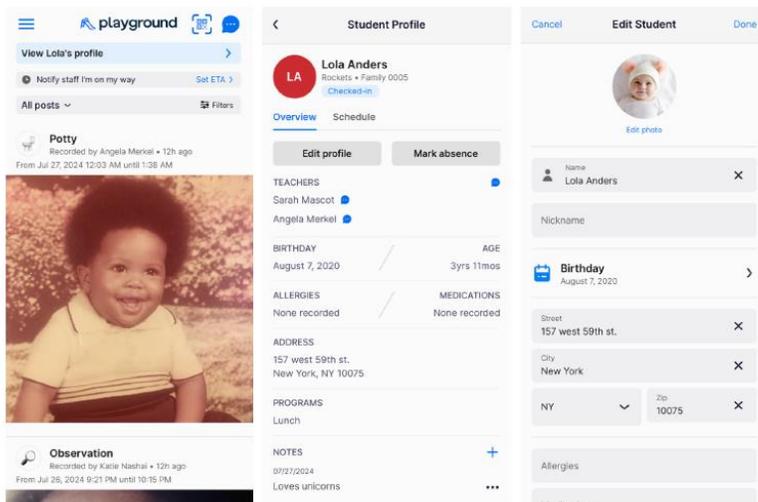
Guardians can access Playground from the [website](#) or the [mobile app](#). Download the iPhone or Android mobile app to use Playground on the go!

## Complete Your Student's Profile

Now that you're logged into Playground, you can begin adding your student's information to make it accessible to the staff at your student's school.

💡 Your student's profile can only be edited from the Playground mobile app.

1. Log into the Playground mobile app.
2. Tap **View (your student's name) Profile** at the top of your screen.
3. Tap the grey **Edit Profile** button and begin entering your student's information, such as birthday, address, medications, and allergies.
4. Tap the profile photo icon to add a profile photo for your student.
5. When you are done adding your student's information, tap **Done** in the top right corner of your screen.



## Complete Assigned Paperwork

The administrators at your student's school may have assigned you paperwork to complete in Playground. Paperwork can be completed on the web or the mobile app. However, it is recommended that you complete it on the web.

### Complete Paperwork on Web

1. Log into [app.tryplayground.com](http://app.tryplayground.com).
2. Click **Paperwork** from the left sidebar.
3. The **Paperwork** screen will open. If paperwork is assigned, you will see a red number next to the paperwork type.

#### Paperwork

Complete, view, and manage documents requested from your center

Forms **3** **Fillable PDFs** **2** Resources

Name	Description	Status	Student	Submitted	
<a href="#">Media release form</a>	Waiver to permit school to take photos	Not started	Jackson Lane	-	Fill out
<a href="#">Sample Waiver</a>		Not started	Jackson Lane	-	Fill out

4. Click the **Forms**, **Fillable PDFs**, or **File Requests** from the top of the screen.
5. Then click the blue **Fill Out** button next to the assigned paperwork.
6. Fill out the form and then click **Submit**. A confirmation will appear that the document was submitted.

Click [here](#) for more information on completing paperwork.

### Complete Paperwork on Mobile

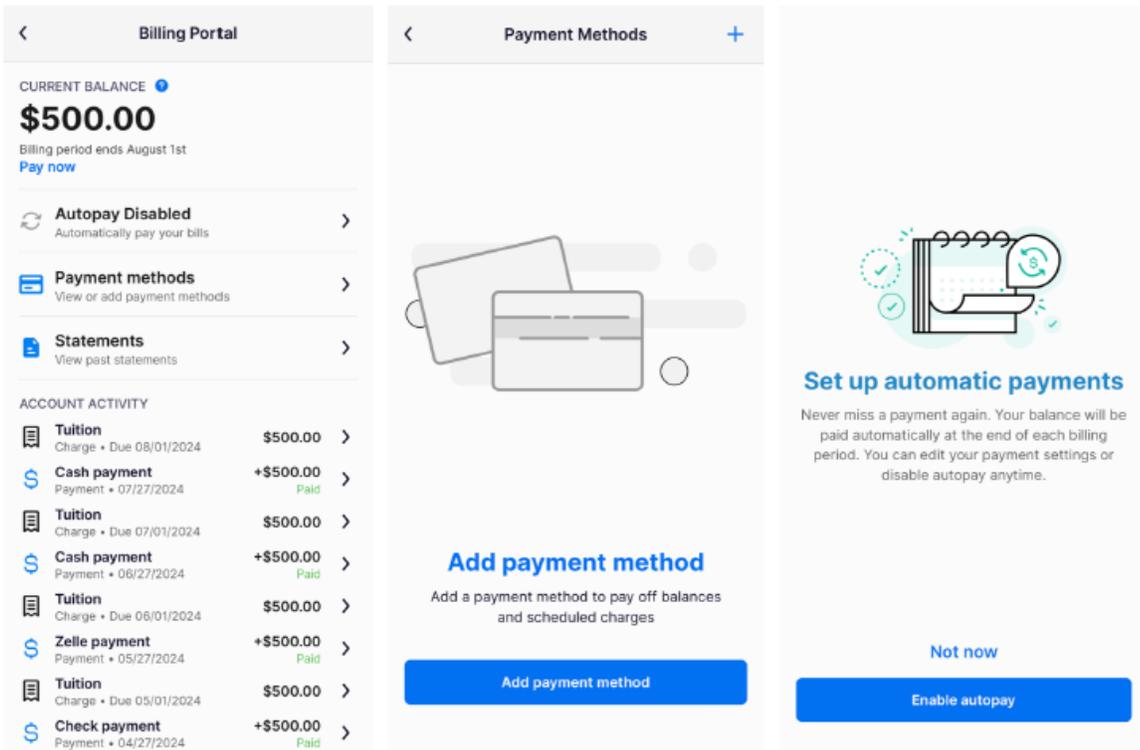
1. Open the Playground mobile app.
2. Tap the three lines in the top left corner of your screen and then tap **Paperwork**.
3. The paperwork screen will open with a list of all required paperwork.
4. Click on the document name to complete the paperwork.
5. When you've entered all the required information, click the blue **Submit** button.

## Pay your First Bill

Bills can be paid online or on the mobile app.

### Add Payment Method on Mobile

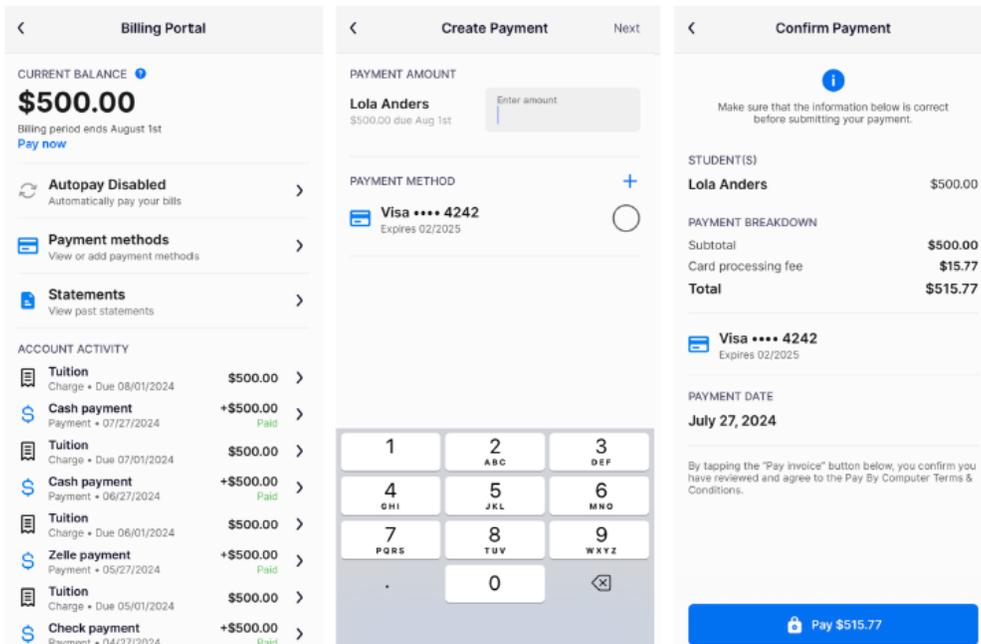
1. Open the Playground mobile app.
2. Tap the three lines in the top left corner of your screen and then tap **Billing**.
3. The **Billing Portal** screen will open. Tap **Payment Methods**.
4. Tap the blue + icon or **Add Payment Method**.
5. Select whether you want to add a credit card or a bank account.
6. Enter your account information and then tap **Submit**.
7. The **Set Up Automatic Payment** screen will open. Tap **Enable Autopay** to automate your weekly or monthly bill payments. Tap **Not Now** if you do not want to enable autopay.



## Pay Your Current Balance on Mobile

If you have a balance, it will appear at the top of the billing screen.

1. Open the Playground mobile app.
2. Tap the three lines in the top left corner of your screen and then tap **Billing**.
3. The **Billing Portal** screen will open. Tap **Pay Now** under your current balance.
4. Enter the amount you want to pay for each of your students and select the payment method you want to use. Then click **Review Payment**.
5. The payment confirmation window will open. If you owe processing fees, you can view them on this screen.
6. Click **Pay** to submit your payment.



# Guardian App Overview

Welcome guardians! Here's a guide to get you started using the Playground app.



Written by Sasha Reiss  
Updated over 2 weeks ago

Table of contents

The Playground App allows guardians to view their student's information, receive updates from their center, chat with teachers and staff at their center, complete paperwork, check their child into school, and more! This article will walk you through the features available on the Playground app. Be sure to download the Playground mobile app for [iOS](#) or [Android](#) and check out our guide on [signing into the Playground app](#).

Prefer to watch a video? [Click here](#).

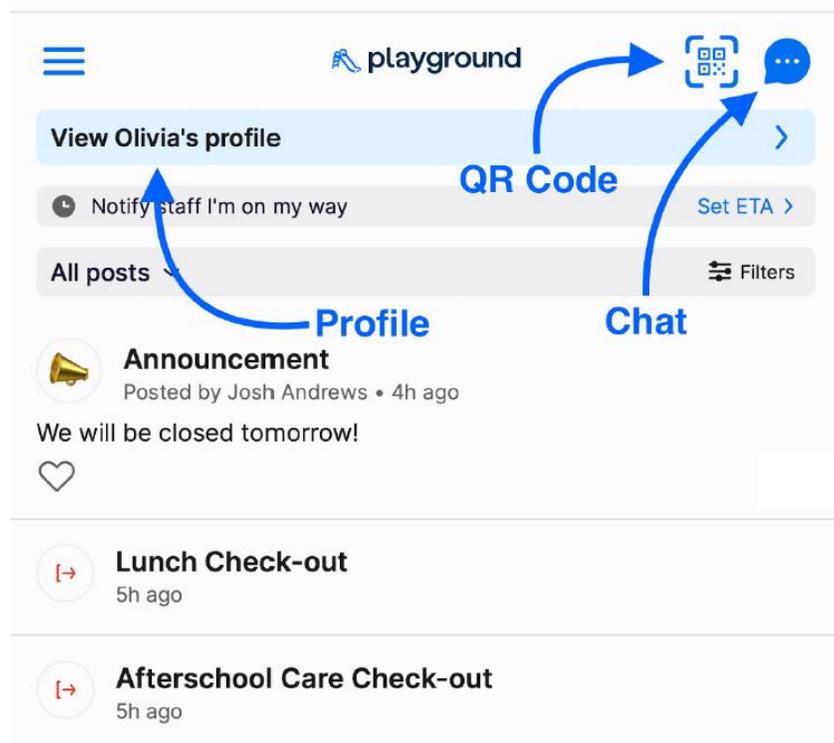
## Home Screen Overview

Once you've [signed up for Playground as a family](#), download the Playground App from your device's app store and [log in](#).

When you log in, you will land on the **Feed** screen. A blue banner will appear at the top of the screen that says **View (Your Student's Name) Profile**. Click this banner to navigate to your child's profile.

In the upper-right corner, you'll see the QR code icon and the chat icon. Tap the QR symbol to open the app's camera to scan your center's QR code for [check-in and out](#).

To the right of the QR code symbol is the chat icon. Tap this icon to [access your chats](#).



In the upper left corner, you'll see a three-line menu icon. This menu will open a sidebar with the following tabs:

<b>Payments</b>	If your center uses Playground's payment feature, use this tab to view/edit payment information and <a href="#">make payments</a> .
<b>Guardians</b>	This tab allows you to manage all guardians for your child. You can <a href="#">add, edit, or delete guardians</a> .
<b>Paperwork</b>	<a href="#">Upload, view, and fill out forms</a> for your student.
<b>Carpools</b>	<a href="#">Schedule and manage carpools</a> to grant temporary sign-in/out permissions to other parents at your center
<b>Calendar</b>	View school events posted to the calendar.
<b>Programs</b>	Additional activities or services such as sports or drop-in care.
<b>Switch Account</b>	If you have multiple Playground accounts, use this button to <a href="#">switch between your accounts</a> .
<b>Settings</b>	Manage your account settings.
<b>Support</b>	Click here to contact our support team. Please note that all questions regarding billing or the school your child attends should be directed to your school's admin.
<b>Help Center</b>	Click here to access the help center and learn all things Playground.

 If you can't see the features listed above, your permissions might need to be changed. Please contact your school or another Primary Guardian on your account to have them updated.

# Add & Manage Guardians as a Family

Add, invite, remove, or edit guardian profiles from the Playground mobile application



Written by Stephanie Blitshtein  
Updated over 7 months ago

Table of contents

*As a guardian, you have full control over who can access your student's information, including billing and paperwork, all from the convenience of your mobile device. With Playground's mobile app, you can easily manage guardian profiles, including adding, inviting, removing, or editing them at any time.*

 Guardians can only be managed from the Playground Mobile App.

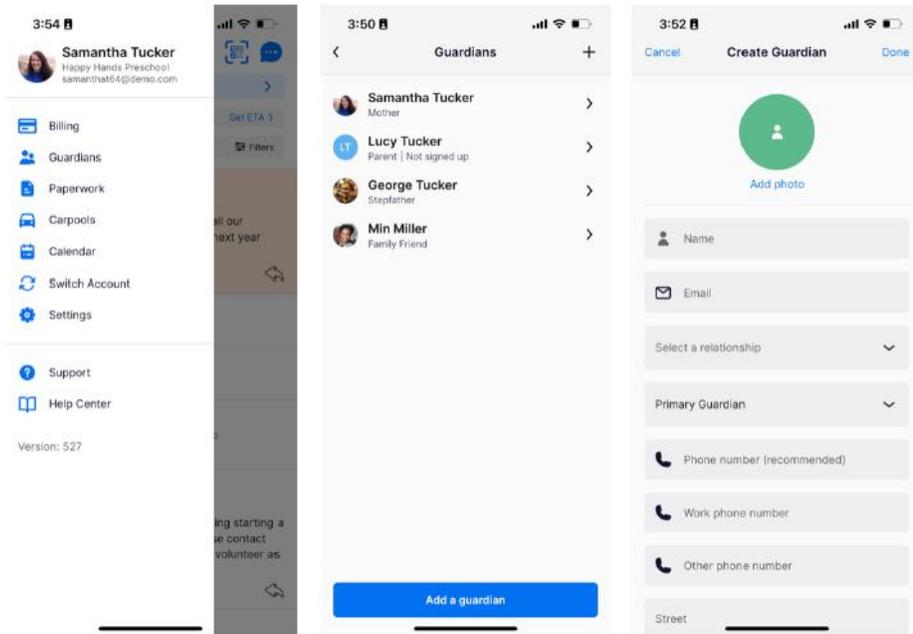
 If you suddenly lose access to features in Playground, it is likely because another guardian in your family or an admin at your school changed your guardian permissions. Please reach out to a primary guardian in your family or an admin at your school to resolve the issue.

## Add Guardians

Log in to the Playground mobile app to add guardians to your student's profile.

1. Tap the three horizontal lines in the top left corner of your screen to open the sidebar. Then tap **Guardians**.
2. Tap the blue **Add Guardians** button at the bottom of the screen or tap the plus(+) sign at the top-right of your screen.
3. Enter the name and email of the guardian.
  - a. [Optional] Click **Add Photo** to add a profile photo from your camera roll.
4. Tap **Select a Relationship** and pick the appropriate relationship for the new guardian as it relates to your student. Then, select the appropriate **Role** for this guardian.
5. [Optional] Enter a phone number and address for the guardian.
6. Once complete, tap the blue **Done** button at the top-right of your screen.
7. A green banner will appear, indicating that you have successfully added the guardian.

 The guardian will receive an email inviting them to create a Playground account.



## Change Guardian Permissions

Primary guardians can edit the permissions for their students' other guardians. Permission editing is only available on the Playground mobile app. However, assigned permissions will apply to guardians when they log in to Playground on the web.

Permission Type	Description	Pick-up Authorization	Billing Authorization
<b>Primary Guardian</b>	Primary guardians will have access to all Playground features and can manage permissions for other guardians. Only the primary guardian will have access to the student schedule and school calendar.	Yes	Yes
<b>Family Member</b>	Family members can view the feed, chat, and the ability to check a student in and out.	Yes	No
<b>Family Member + Billing</b>	This permission type has billing access in addition to family member access.	Yes	Yes
<b>Authorized Pickup</b>	Authorized pickups only have the ability to check a student in and out.	Yes	No
<b>Billing Only</b>	Billing access only.	No	Yes
<b>Emergency Contact</b>	Listed as a guardian but has no access to Playground.	No	No

🚨 If a guardian is changed from any permission type to **Emergency Contact**, they will lose their ability to log into Playground.

### Change a Guardian's Permissions:

1. Log into the **Playground App** on your mobile device.
2. Tap the three lines in the top left corner of your device. The sidebar will open.
3. Tap the **Guardians** tab and select the guardian whose permissions you want to change.
4. Tap the three dots in the upper right corner of your device. Then select **Edit Guardian**.
5. Tap the dropdown that lists the guardian's current permission type. Then, select the new permission type that should be applied to the guardian. You will be returned to the **Edit Guardian** screen.
6. Click the blue **Done** text in the top right corner of your screen to save your changes. A banner will appear confirming that the changes have been made.

### Invite Guardians

All guardians added to Playground will receive a signup email immediately. If the guardian doesn't receive the email, please have them check their spam folder and verify that their email address is entered correctly. To resend the signup link, follow the steps below:

1. Tap the three horizontal lines in the top left corner of your screen to open the sidebar. Then tap **Guardians**.
2. Select the guardian to whom you want to resend the signup link. The guardian's profile will open.
3. Tap the three dots in the top right corner of the screen, then tap **Send Signup Link**.
4. The guardian will receive a new email invitation to create a Playground account.

### Edit a Guardian Profile

1. Tap the three horizontal lines in the top left corner of your screen to open the sidebar. Then tap **Guardians**.
2. Select the guardian you want to edit. The guardian's profile will open.
3. Tap the three dots in the top right corner of the screen, then tap **Edit Guardian**.
4. Update the necessary information, then click **Done** in the top right corner of your screen.

### Delete a Guardian

 Deleting a guardian is an irreversible action. Once deleted, guardians will no longer have access to your student in Playground. If you accidentally delete a guardian, you can [add them](#) back to Playground at any time.

1. Tap the three horizontal lines in the top left corner of your screen to open the sidebar. Then tap **Guardians**.
2. Select the guardian you want to delete. The guardian's profile will open.
3. Tap the three dots in the top right corner of the screen, then tap **Delete**.
4. Tap **Yes, I Am Sure** to confirm this action.

# Paperwork for Guardians

Learn how to upload paperwork to the Playground website and mobile app.



Written by Molly Farber  
Updated over 7 months ago

Table of contents

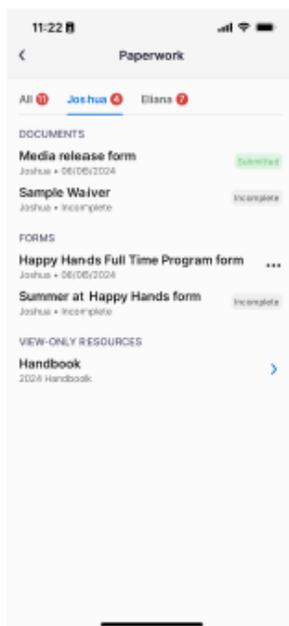
Guardians can complete student paperwork directly on the Playground mobile app or website. There are four different types of paperwork and three types a guardian can complete:

- **Fillable PDFs:** School-uploaded documents to be completed by guardians
- **File requests:** Documents requested by school to be uploaded by guardians
- **Forms:** Questions to be answered by guardians
- **Resources:** Documents that can be viewed by guardians

## Paperwork on the Playground Mobile App

### View Paperwork on Mobile

1. Login to [Playground](#) on your mobile device.
2. Tap the three lines at the top left corner of your screen (hamburger icon) to expand the sidebar. Then tap **Paperwork**.
3. You will see all the paperwork assigned to your student on this screen.
4. Tap on the **Fillable PDF**, **Form**, **File Request**, or **Resource** that you would like to view.
  - To view a submitted or incomplete **Fillable PDF**, tap the document name and then tap **Open PDF**.



💡 If you have multiple students, you can toggle between **All** and your students' names at the top of your screen. Tap **All** to view the paperwork for all of your students. Tap a specific student's name to view the paperwork for one student at a time.

## Complete Paperwork on Mobile

From the Playground mobile app, you can complete **Fillable PDFs**, **File Requests**, and **Forms**. If paperwork is incomplete, you will see a grey box that says **Incomplete** next to the document name.

### Complete a Fillable PDF on Mobile

1. Tap on the three lines (hamburger icon) in the top left corner of your screen and then select **Paperwork**.
2. Tap the **Fillable PDF** that you would like to complete. Three options will appear:
  - **Send myself link**: tap this to send a link to your email to fill out the document online
  - **Complete document**: tap this to open the document and fill it out from your mobile device. When you are done filling out the form, click submit.
  - **Open PDF**: tap this to open a PDF version of the document to **view only**.
3. Fill in the required fields (red boxes) and any optional fields you would like, then tap **submit**.

### Complete a File Request on Mobile

1. Tap on the three lines (hamburger icon) in the top left corner of your screen and then select **Paperwork**.
2. Tap the **File Request** that you would like to complete or click the blue **+ plus** icon.
3. Tap on **Upload an image** to open your mobile device's media gallery. Choose the photo you would like to upload and then tap **Done**.
4. Tap **Upload Document** to save.

💡 If you click on a completed file request, you can view or delete the uploaded document.

### Complete a Form on Mobile

1. Tap on the three lines (hamburger icon) in the top left corner of your screen and then select **Paperwork**.
2. Tap the **Form** that you would like to complete.
3. Answer all required questions and any optional fields that you'd like.
4. Click the blue **Submit** button at the bottom of the screen.

## Edit Paperwork on Mobile

From the Playground mobile app, you can edit and replace **Fillable PDFs**, **File Requests**, and **Forms**. If paperwork is incomplete, you will see a grey box that says **Incomplete** next to the document name. You will not be able to edit or replace incomplete paperwork.

### Edit a Fillable PDF on Mobile

1. Tap on the three lines (hamburger icon) in the top left corner of your screen and then select **Paperwork**.
2. Tap the **Fillable PDF** that you would like to edit. From the bottom of your screen, a menu of options will appear:
  - **Send myself link**: tap this to send a link to your email to edit the document online
  - **Complete document**: tap this to open the document in order to edit it on mobile.
  - **Open PDF**: tap this to open a PDF version of the document to **view only**.
  - **Cancel**: tap this if you have decided that you do not want to edit this PDF.
3. To edit the PDF on mobile, tap **Complete Document**.
  - a. Tap into the fields that you would like to edit and make your desired changes.
  - b. Ensure all required fields are filled out with the correct information, then tap **submit** at the top or bottom right hand side of your screen. The edited PDF has been submitted.
4. If you prefer to edit the PDF online, tap **Send Myself Link**.
  - a. Check your email inbox for a new email from Playground with the subject line "You have paperwork to complete."
  - b. Click **Fill out paperwork** and edit the desired fields in the document that opens.
5. Ensure all required fields are filled out with the correct information, then click **submit** at the top or bottom right hand side of your screen. The edited PDF has been submitted.

## Replace a File Request on Mobile

1. Tap on the three lines (hamburger icon) in the top left corner of your screen and then select **Paperwork**.
2. Tap the blue **+ plus** icon to the right of **File Requests**.
3. Tap on **Select Document** under Document Type in order to choose the document that you are replacing. Tap on the appropriate document type.
4. Tap on **Upload an image** to open your mobile device's media gallery. Choose the photo you would like to upload and then tap **Done**.
5. Tap **Upload Document** to save. You will be taken back to the paperwork screen.
6. To delete the document you want to replace, tap on the three dots to the right hand side of the document name. Tap **Delete Document**.
7. Confirm that you would like to delete the document by tapping **Remove Document**.

## Edit a Form on Mobile

1. Tap on the three lines (hamburger icon) in the top left corner of your screen and then select **Paperwork**.
2. Tap the **Form** that you would like to edit.
3. Tap into the fields that you would like to edit and make the desired changes.
4. Ensure all required fields are filled out with the correct information, then click **submit** on the left hand side below the last field in the form. The edited form has been submitted.

 If you are not able to click into the fields to edit a Fillable PDF or a Form as was instructed above, your administrator may have configured settings that prevent you from performing this action. Please contact your administrator to request the ability to edit the paperwork.

## Paperwork on the Playground Website

From the Playground website, you can submit paperwork, view completed paperwork, delete old paperwork, and view resources. If you have required paperwork to complete, you will see a red number icon next to **Forms**, **Fillable PDFs**, or **File Requests**.

### View Completed Paperwork on Web

1. Login to [Playground](#) on a Chrome or Safari browser.
2. Click the **Paperwork** tab on the left-hand side, then click the **Form**, **File Request**, **Fillable PDF**, or **Resource** that you would like to view.
3. Click the blue **view** button to the right of the document. If a document is not completed, the view button will not appear. **Resources** do not need to be completed and will always be viewable.

### Complete Paperwork on Web

#### Complete a Form on Web

1. Click the **Paperwork** tab on the left-hand side of your **Admin Dashboard**, then click **Forms**.
2. The Forms tab shows all of your center's forms. If you've completed a form, its status will read **Submitted**.
3. Click the blue **Fill Out** button to start or edit a form. Fill out all the required fields (marked with red asterisks) and any optional fields you'd like.
4. Click **Submit** at the very bottom of the form.
5. When the form is complete, you'll be returned to the Forms tab, where the document will now show **Submitted** and have a submitted date

#### Complete a Fillable PDF on Web

1. Click the **Paperwork** tab on the left-hand side of your **Admin Dashboard**, then click **Fillable PDFs**.
2. If you have not completed a File Request, click the blue **Fill Out** button. If you have submitted a File Request but would like to resubmit it, click the blue **Resubmit** button.
3. Fill out all the required fields (red boxes) and any optional fields you'd like. The top of the screen will tell you how many required fields are remaining.
4. Click the blue **Submit** button at the bottom of the screen. Click the blue **Back Home** button to return to the paperwork screen.

### Upload a File Request on Web

1. Click the **Paperwork** tab on the left-hand side of your **Admin Dashboard**, then click **File Requests**.
2. If you have not submitted the file, click **upload**. If you have already submitted the file but would like to submit a new one, click **Reupload**.
3. Click in the grey rectangle that reads **Click here to choose a file**. Your computer finder will open to choose a file.
4. Select the document that you want to upload and then click the blue **Save** button.

### Edit Paperwork on Web

#### Edit a Form on Web

Click the **Paperwork** tab on the left-hand side of your **Admin Dashboard**, then click **Forms**.

1. The Forms tab shows all of your center's forms. If you've completed a form, its status will read **Submitted**.
2. Click the blue **Resubmit** button to edit a form.
3. Click into any field that needs to be edited and make the desired changes.
4. Click **Submit** at the very bottom of the form.
5. When the edited form is submitted, you'll be returned to the Forms tab, where the document will show a new Submitted date, for today's date.

#### Edit a Fillable PDF on Web

1. Click the **Paperwork** tab on the left-hand side of your **Admin Dashboard**, then click **Fillable PDFs**.
2. To edit a previously submitted document, click the blue **Resubmit** button next to the date when the document was previously submitted.
3. Click into any field that needs to be edited and make the desired changes.
4. Ensure all required fields are filled out with the correct information, then click **Submit** at the top or bottom right hand side of your screen. The edited PDF has been submitted.
5. Click **Back Home** to return to the **Fillable PDFs** tab and view the new Submitted date and updated document.

#### Replace a File Request on Web

Click the **Paperwork** tab on the left-hand side of your **Admin Dashboard**, then click **File Requests**.

1. Within the File Requests tab, please identify the file that you would like to replace.
2. Click the blue **Reupload** button to replace a file.
3. Click in the grey rectangle that reads **Click here to choose a file**. Your computer finder will open to choose a file.
4. Select the document that you want to upload and then click the blue **Save** button.
5. When the edited file is submitted, you'll be returned to the File Requests, where the file will show a new Submitted date, for today's date.

💡 If you are not able to click into the fields to edit a Fillable PDF or a Form as was instructed above, your administrator may have configured settings that prevent you from performing this action. Please contact your administrator to request the ability to edit the paperwork.

# View and Manage Feed as a Family

Learn how to view updates on your child throughout the day and interact with shared content.



Written by Courtney Ambielli  
Updated over 3 weeks ago

Table of contents

*When you open the Playground app, the Feed appears on your Home screen. This is where teachers and administrators post announcements, record activities, and share pictures of your child. You can also view Sign-in records and wellness checks. The Feed is displayed in chronological order, with Pinned Posts saved at the top. Guardians can like posts and save pictures directly from the Feed.*

## Viewing and engaging with the Feed

Guardians can view all information shared with them via their **Feed** located on the **Home** screen when logging in to the app.

💡 If you have not already done so please download the Playground mobile app for [iOS](#) or [Android](#) and check out our guide on [signing into the Playground app](#).

## Filter by activity type

The Activities feature on the Parent App allows you to view the activities of your child as they are recorded by your center's teachers throughout the day. You can easily access these records on the **Home** screen feed.

1. Navigate to the **Home** screen on the Parent app.
2. Click on **Filter posts**.
3. Tap the gray box near **Post type** to select the type of post you'd like to see. You can select more than one post type at a time.
4. Once selected, tap **Done**.
5. If your center has recorded activities for your child, they will appear chronologically on the feed.

## Liking a picture

💡 Only pictures attached to an Announcements can be liked.

Open the Playground app and scroll to the picture you want to like. Tap on the **heart** on the bottom left-hand side of the post.

## Replying to an Announcement

💡 Only announcements can be replied to.

Open the Playground app and scroll to the announcement. Tap on the **reply** button on the bottom right-hand side of the announcement. This will open up a chat with the administrator or teacher responsible for creating the post. Write the desired message and send.

## Saving a photo

Open the Playground app and scroll to the picture you want to download and tap on it. Tap the **download** (arrow) icon in the upper-right corner and it will save to your phone's camera roll.

## Viewing the Feed in other languages

To view the **Feed** in other languages, update the default language on your mobile device in its internal settings. Once the mobile device's language has been updated, you'll be able to open the Playground mobile application and view the **Feed** in the updated language.

# Manage Student Attendance as a Family

Different ways to check your student in and out using a QR code or PIN, how to mark absences, and how to view attendance history



Written by Adrian Ruiz  
Updated over a week ago

Table of contents

Managing student attendance from the family portal on Playground is simple. There's a few ways families can check their student(s) in and out on Playground. Your program will determine which method of attendance they will use. This article covers how to use the QR code and PIN code methods to check student(s) in.

This article also covers how to mark your student(s) as absent and walks through how to view student attendance history.

## QR Code check-in/out

Prefer to watch a video? [Click here](#)

This is the typically the recommended way to check students in and out, and is incredibly quick.

1. Open and log in to your account on the **Playground** mobile application
2. Tap on the **QR icon** on the top-right of your screen
  - a. This will open the camera on your mobile device. You need to give permission for the app to access the camera in order during use for the QR scanner to work.
3. Scan the provider's QR code
  - a. You'll be directed to the confirmation screen
4. Tap on **Sign for students**
  - a. If the name displayed on the **Select students** screen is not yours, tap on **Not you?** in blue to select the proper user(this is extremely rare).
5. Sign for your student, if applicable
6. Tap on **Submit** to submit the attendance
7. You'll see a green confirmation message letting you know your signature was recorded successfully

## PIN Code check-in/out on a Kiosk

If your provider has a kiosk set up on a device, these are the instructions to follow to check your student in and out.

1. On the provider's Kiosk, tap on **Enter PIN**
2. Enter your student's PIN code
  - a. Your unique code can be found either in your app under **Settings > View PIN code** or through your school administrator
3. Select yourself from the **Select guardian** section
  - a. If you do not have a **Playground** account, one can be created for you on the spot by tapping on the blue **plus(+)** sign on the right-hand side of your screen
4. Tap **Sign for students**
5. Sign on the Kiosk
6. Tap **Submit**
7. You'll see a green confirmation message letting you know your signature was recorded successfully.

## Find your PIN code

1. On the **Playground** mobile app, tap the menu in the top left corner.
2. Tap **Settings**.
3. Tap **View PIN code**. Your pin code will appear at the bottom of the screen.

## Mark absence

As a guardian, you can mark your child as absent for the day, multiple days, or in the future if you have a trip planned.

1. Start on the **Home** screen of the Parent App and then tap the blue field at the top of your screen that says **View Student's profile**.
2. Tap **Mark absence**.
3. Tap the **Absence dates** section to edit the date that your student will be absent.
  - a. To schedule a multi-day absence, adjust the **Absence Start Date** and **Absence End Date** to reflect the duration of your child's absence.
4. Tap student(s) to mark absent; when the check mark is blue, that means that student is selected.
5. Tap on **Reason for absence...** to provide a reason for the absence.
6. Tap **Done** in the top right corner.

## Viewing attendance history

You can view your child's attendance history from the **Feed** home screen on the mobile app. To filter out everything except attendance, follow the instructions below:

1. On the home screen, tap **Filters**.
2. Tap **Post type** to select which activity to surface on the feed.
3. Tap **Signatures**.
4. Tap **Done**.
5. Now you'll only see sign outs and sign ins. You can tap on **Tap here to view** to get extra details like the time of signature and the actual signature.

# Billing Overview for Families

Get setup with Playground billing to pay tuition, view balances, & pull information for tax reporting



Written by Sasha Reiss  
Updated over 5 months ago

Table of contents



*Payments for your student(s) can be made on the **Playground App** or on the web version of **Playground**.*

## General information

- Balances in Playground are on a per family basis. This means that if you have multiple students in a center, your Current balance will reflect the sum of each student's balance. [HERE](#) is more information on splitting up payments for siblings.
- Your center will decide whether payments on your family balance are due on a weekly or monthly basis, as well as which day payment invoices are sent out. If you have notifications enabled, our system helps you manage these dates by sending you a notice when a new invoice has been applied to your account and reminders for payment due dates.
- Any primary guardian on your student's account can see the balance and make a payment.

## On the Playground app

Billing Portal

31 sec 127 views



Open the **Playground** app and sign in. If you have never signed in before, please reach out to your center's Administrator to help you create an account. Once signed in, tap the three lines in the top left corner of your screen and then tap **Billing**. The **Billing portal** screen will open where you will see the following sections:

- View your **Current Balance** and any overdue amount. Tap Pay Now to [make a payment](#) towards the Current Balance
- [Manage autopay](#)
- [View or add payment methods](#)
- [View past statements](#)
- View latest activity

## On Web

Visit [app.tryplayground.com](http://app.tryplayground.com) and login to your Playground account. From the dashboard, select the **Billing** tab on the left hand menu to be taken to your **Billing Portal**. The online and mobile Billing Portal have similar functionalities, just in a slightly different format:

1. Make a payment
2. Manage autopay
3. View or add payment methods
4. View and generate statements

Download the Playground mobile app for [iOS](#) or [Android](#). Check out our guide on [signing into the Playground app](#).

## Manage Failed Payments

To view failed payments, log in to your **Playground** guardian account and navigate to the **Billing** tab to access your **Billing** dashboard. From the **Billing** dashboard, you are also able to [add a new payment method](#), [select a different payment method](#), and [make a new payment](#) to cover any failed transactions.

When on the **Billing** dashboard, scroll down the page to the **Transaction history**. You will want to select the "Credits" option to view your payments. You can view additional information regarding the payment such as the status and which payment method was used.

For any disputed payments, the payment method **will be removed and autopay will be disabled**. The payment method used for the dispute **can no longer be re-added or charged**.

Guardian ACH payment methods that fail twice with the same ACH account **will be removed**, and the guardian will need to re-add it. **Autopay will also be disabled** and the guardian will receive an email telling them their payment method was removed. They **can re-add the same payment method** after resolving the issue, and this removal does not apply to failed card payments.

# Understand & Generate Tax Billing Statements as Families

Family billing statements reflect all billing-related activities that occurred on a student's account in the specified billing period



Written by Sasha Reiss  
Updated over 2 months ago

Table of contents

Statements provide a summary view of all billing activity that has taken place in a given statement period. Statements are generated as a PDF and are linked from the Student Account on Playground's web or mobile app.

The last page of the statements can be used for tax purposes. Primary guardians on the account can generate their own statements at any time from the mobile app or web dashboard.

The article below outlines how to generate statements and how to read the statement.

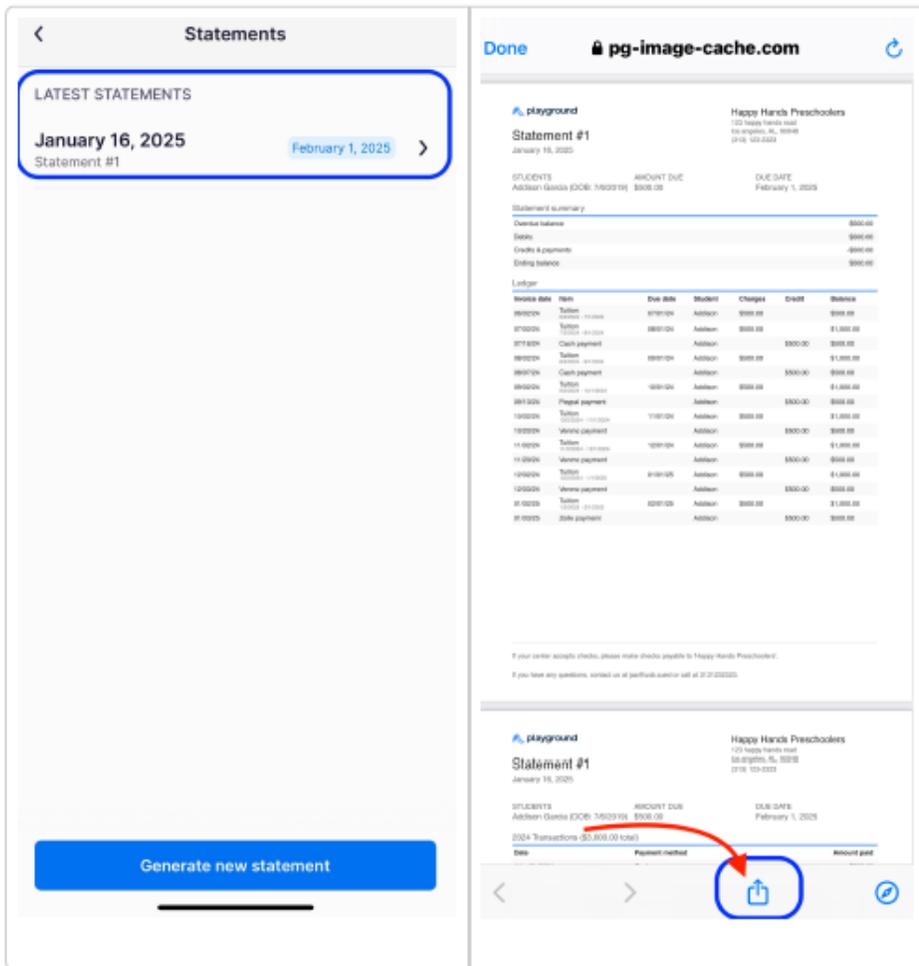
## View Statements

Prefer to watch a video? [Click here](#)

You can generate a statement for tax purposes at any time in Playground. Statements will be generated per family, meaning all siblings will be included on one statement. You can generate a statement using two methods:

### Generate Statements on Mobile

1. Start on your **Home** screen.
2. Tap the three-line menu button in the upper-left corner.
3. Tap **Billing** to reach the **Billing Portal** screen.
4. Tap **Statements** to reach the **Statements** screen. Here, statements from your center are organized chronologically.
5. To open a specific invoice, tap the statement you'd like to see. If no statement is visible or you'd like to generate the most recent invoice, tap **Generate new statement**.
6. If you need to pull a statement for specific dates, untoggle the Generate a statement for all time option, then select the desired date range for the statement.
7. A web-based PDF of the invoice will open. If you would like to share or print the statement, tap the share icon on the bottom right of the screen.
8. Your provider's **Taxpayer Identification Number (TIN)** should be visible on the top right of each page of the statement as highlighted below:
  - a. If your generated tax receipt does not have a **Taxpayer Identification Number (TIN)**, send your admin this article on [How to add taxpayer identification number](#).
9. When you're done viewing the invoice, tap **Done** in the upper left of the screen to return to the **Statements** screen.



## Generate Statements on Web Dashboard

1. On the **Billing** tab of your dashboard.
2. Scroll down to **Statements** and click **Generate Statement**.
3. A popup will show asking you to select all data or a specific date range.
4. Click **View** to download the statement onto your laptop.
5. Open the file and scroll to the bottom to view your tax receipt.
6. Your provider's **Taxpayer Identification Number (TIN)** should be visible on the top right of each page of the statement as highlighted below:
  - a. If your generated tax receipt does not have a **Taxpayer Identification Number (TIN)**, send your admin this article on [How to add taxpayer identification number](#).

## Read a Statement

When a provider adds a student to their billing platform, they will determine the child account's billing frequency. This interval dictates the frequency in which a new statement will be displayed on the student's account. This also determines the due date and overall billing cadence.

### Top of the statement

At the very top of a **Playground** statement, you'll see basic provider, student, and balance information including:

<b>Statement Number</b>	
<b>Statement Generation Date</b>	
<b>Provider Information</b>	
<b>Student(s) Name(s)</b>	
<b>Amount Due</b>	Current balance due, including any overdue amounts.
<b>Current Balance Due Date</b>	

### Statement Summary

Next, you'll see a **Statement summary** section. This section will include:

<b>+ Overdue Balance Amount (\$)</b>	Any amount overdue from previous period
<b>+ Debits (\$)</b>	New charges due for the current billing period
<b>- Credits &amp; Payments (\$)</b>	Deductions or payments that reduce the current balance
<b>= Ending Balance (\$)</b>	The total of the above three numbers

### Itemized Ledger

Below the summary, you'll see an itemized **Ledger**. This section will include every single charge, payment, and credit recorded for the time period of the statement. The columns in this section include:

<b>Invoice Date</b>	Date the charge is added to the student's current balance
<b>Item</b>	Description of the charge with optional service dates
<b>Due Date</b>	When the item is due
<b>Student(s) Name(s)</b>	The student(s) the items are assigned to
<b>Charges (\$)</b>	Charge amount posted to the student's account that families are responsible for and that is added to the current balance
<b>Credits (\$)</b>	Deductions or payments made that reduce the balance amount
<b>Balance (\$)</b>	A running current balance as charges and credits are added to the ledger

## Transactions

The very last page of every **Playground** statement will include an itemized list of payments made. This is often used for end-of-year taxes or to submit to employers for reimbursement. This section will include:

<b>Payment Date</b>	Date of transaction
<b>Payment Method</b>	Payment method used for transaction. If it was an offline payment, the provider will record the type of payment method used (i.e. cash, check, Venmo, Zelle, etc.)
<b>Amount Paid (\$)</b>	Amount

# FSA/HSA/Dependent Care Accounts

Learn how to add & use FSA/HSA/Dependent Care Accounts as family payment methods



Written by Sasha Reiss  
Updated over 8 months ago

Table of contents

FSA/HSA/Dependent Care accounts are potential options that can be added to a family's Playground account to make payments to a program.

Each program can choose what type of payments they'd like to accept (ACH and Credit/Debit cards or ACH only or Credit/Debit cards only), and these settings may limit how certain FSA/HSA/Dependent Care accounts can be utilized.

💡 There **may be processing fees** associated with either method of payment. Please contact the program for more details on the difference in credit card or ACH fees.

## Credit/Debit Card Setup

If your FSA/HSA payment method is in the form of a debit/credit card, complete the steps [here](#) to add your payment method to make payments to your program.

If you only see the option to add a bank account, your program may not be accepting Credit/Debit card payments at this time.

Many programs offer more flexibility around accepting payments and may choose to let parents pay in cash, check, or potentially through a 3rd party credit card processing system, these are known as offline payments.

Reach out to your program directly to identify if any of these options are available to you.

## ACH Setup

Programs using Playground billing are typically set up to process ACH payments. If your FSA/HSA payment method is in the form of a routing and account number, complete the steps to [link your bank account](#) or [manually add your bank account](#) to make payments to your program.

## Troubleshooting

Due to the nature of FSA providers and their specific regulations or requirements, there may be some other factors limiting your ability to use this payment method.

If you have the option to add your FSA/HSA account but are experiencing trouble adding the account or using it to pay an invoice, this typically happens when the MCC code for the program (a four-digit number used by credit card companies to classify businesses) is not correctly labeled as child care. In these situations, you should reach out directly to your FSA/HSA and have them whitelist the child care business for approval.

In the meantime, we would suggest [adding a different payment method](#) to your Playground account or reaching out to your program directly to discuss alternative or offline payment options to cover any existing charges.