Pickup Hub User Guide – Mobile App

Version 1.0

G&H IT Solutions Pty Ltd
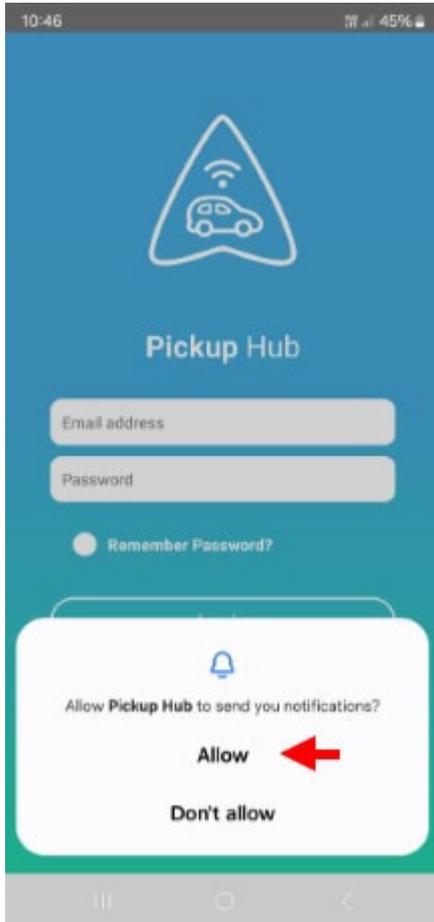
Contents

1. First time use

When you use the Pickup Hub mobile App for the first time after installation, you will be asked to confirm a couple of permissions that are required – *Notification* and *Location* Permissions.
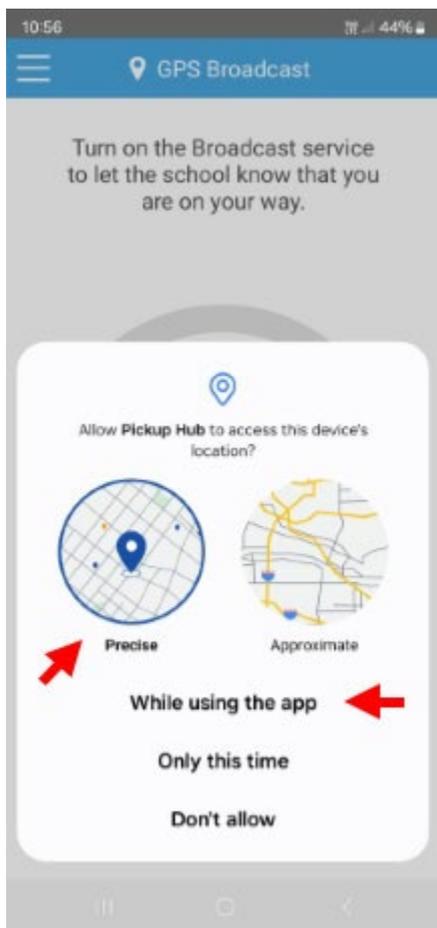
➢ **1.1. Android**

Push Notification Permission

Tap the ***Allow*** button.

If you have not tapped ***Allow*** in this step, you can change it in the following steps later:

Go to **Settings > Apps > Pickup Hub > Notifications**. Then, turn ON the **Allow notifications** setting.
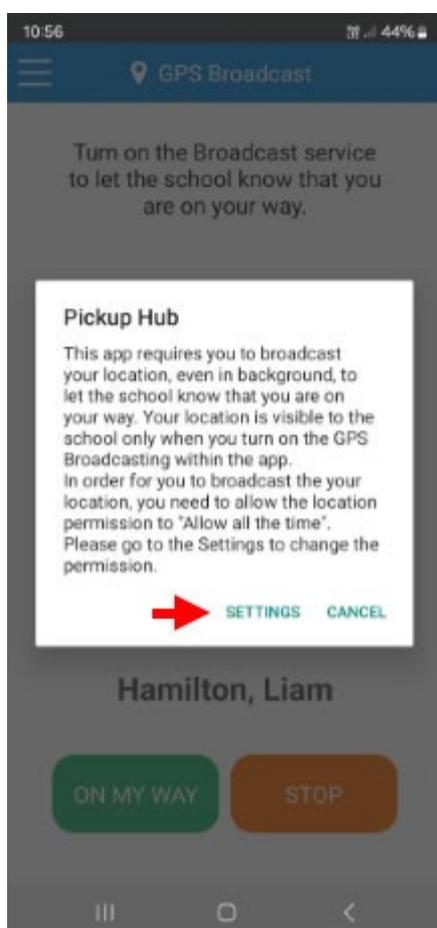
Location Permission

The Pickup Hub app needs **Location Permission** granted by the user who broadcasts its location to the school.

In GPS Broadcast page, please tap the *On My Way* button to start broadcasting your location.
You will be prompted with the location permission dialog for the first time (figure on the left).

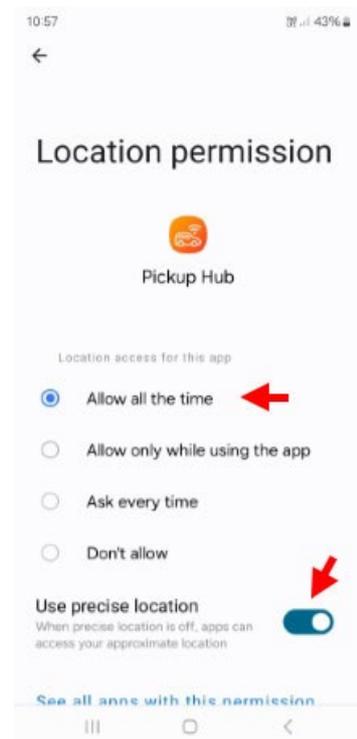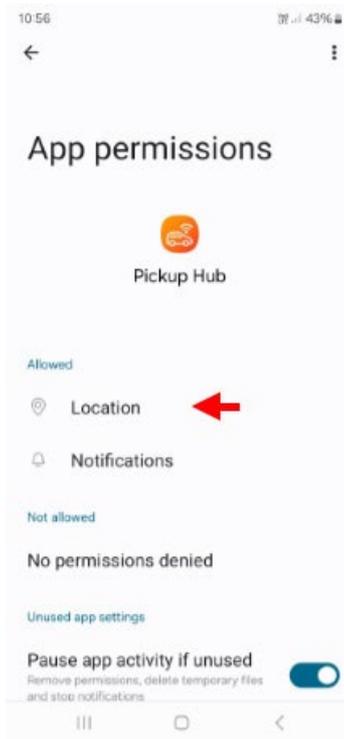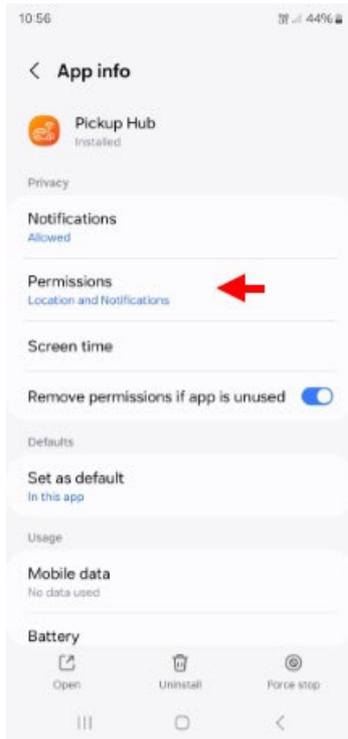Please choose *Precise* icon and tap *While using the app* button.

This will grant you to broadcast your location while you are using the phone.

The next step is to give a higher level of Location Permission to the Pickup Hub app as it will allow you to broadcast your location while your phone is **locked** while you are driving to the school.

For an elaborated permission, you will be prompted with a second dialog (figure on the left).
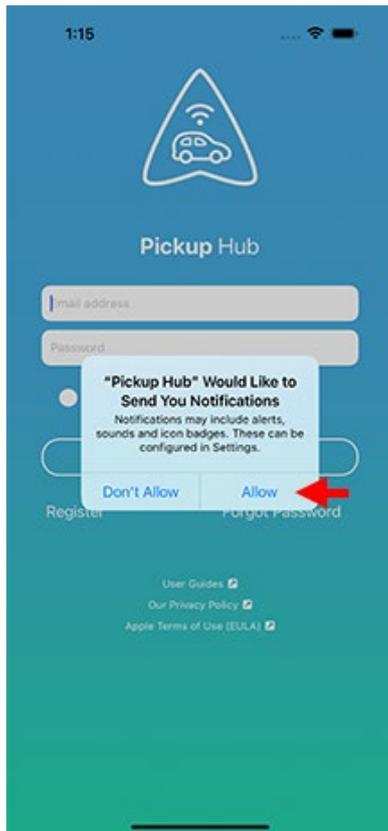
Please tap *SETTINGS* button to continue.

The above figures show how to give ***Allow all the time*** location permission to the Pickup Hub app in sequence.

You can also use the following method to allow the Location permission later.

Go to **Settings > Apps > Pickup Hub > Permissions**. Then, allow the *Location Permission*.
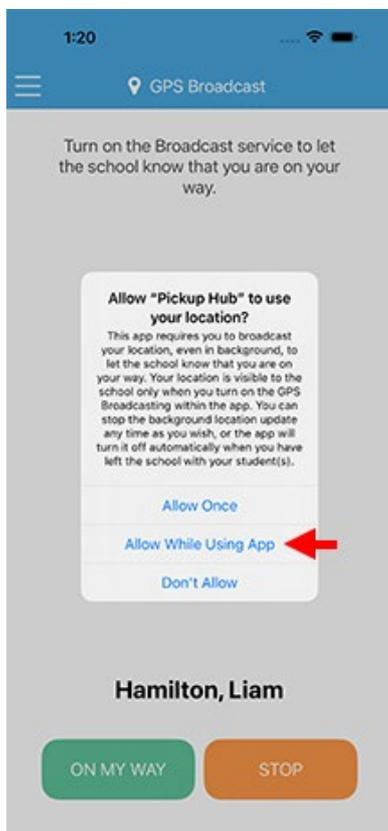
➢ **1.2. iPhone**

Push Notification Permission

Tap the ***Allow*** button.

If you have not tapped ***Allow*** in this step, you can change it in the following steps:

Go to **Settings > Notifications > Pickup Hub**. Then, turn ON the **Allow Notifications** setting.

Location Permission

The Pickup Hub app needs **Location Permission** granted by the user who broadcasts its location to the school.

In GPS Broadcast page, please tap the ***On My Way*** button to start broadcasting your location.
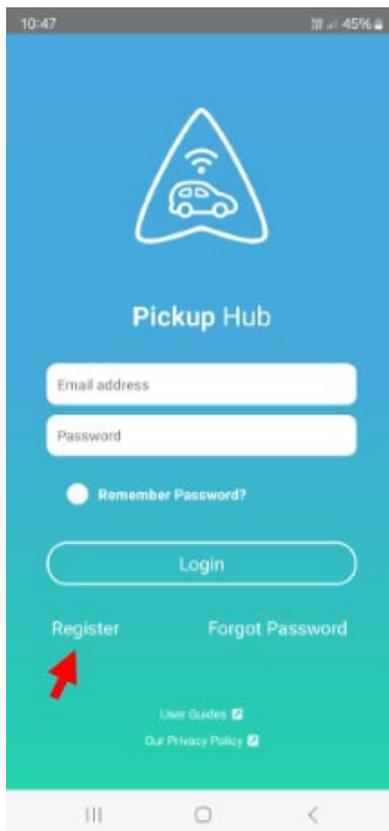You will be prompted with the location permission dialog for the first time (figure on the left).

Tap the ***Allow While Using App*** button.

If you have not tapped ***Allow While Using App*** in this step, you can change it in the following steps:

Go to **Settings > Privacy & Security > Location Services > Pickup Hub**. Then, touch the **Always** setting.
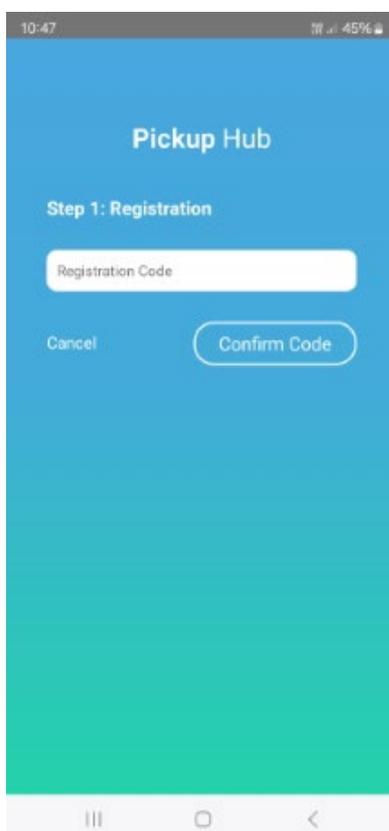
2. Register

This registration process is intended for parents who want to join an existing Pickup Hub program organised by a school or another organiser.

Please tap *Register* button.

The registration process includes four steps outlined below.

After completing the registration, it will be reviewed by your Pickup Hub administrator for approval.

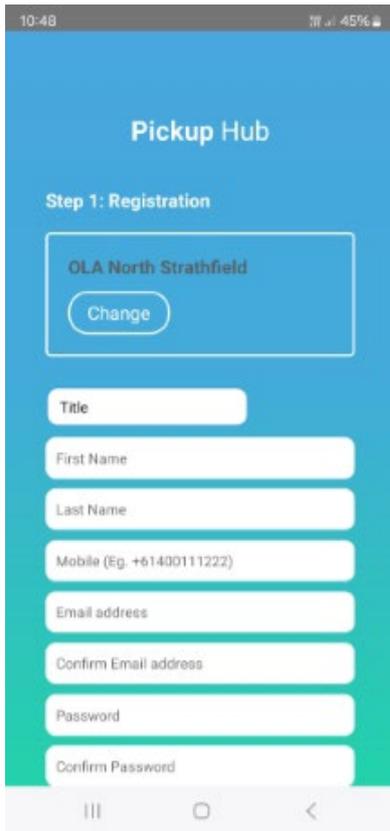You will receive an email notification once approved, allowing you to log in to the Pickup Hub app or website.

Step 1: Registration

Before registering, a parent must obtain a **Registration Code** from your school or organiser.

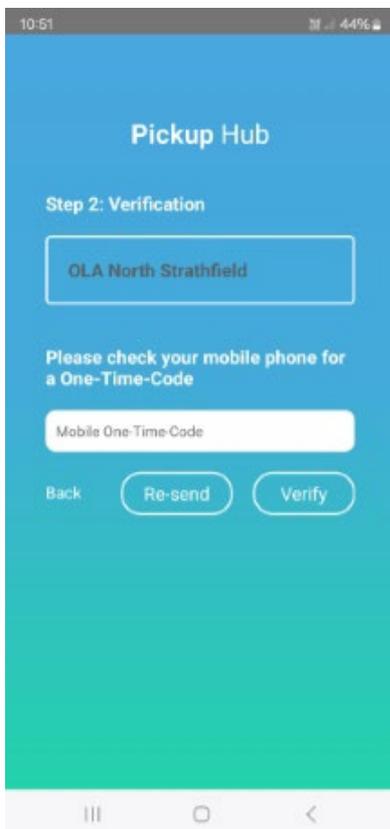The Registration Code identifies the school you wish to join.

Please have the Registration Code ready and tap *Confirm Code*.
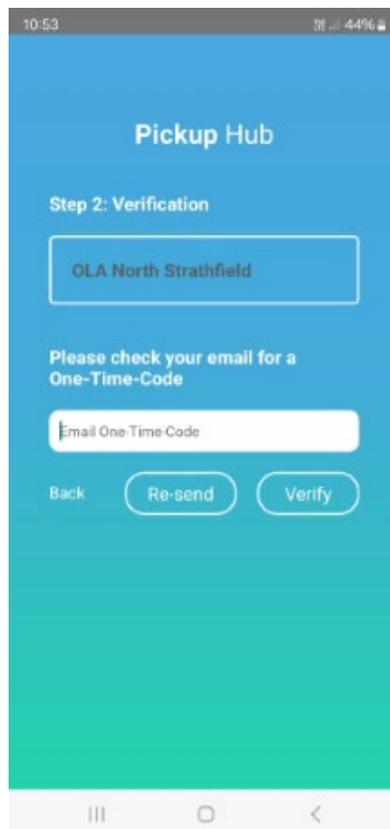
Step 1: Registration - Continue
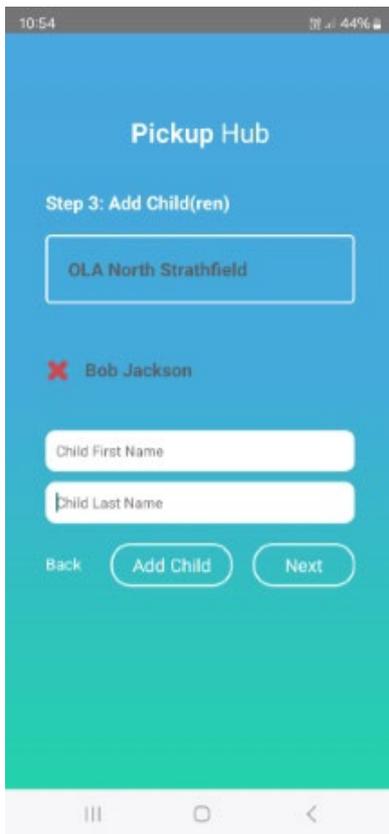
Please enter your details to create a parent account.

After completing and submitting the registration form, you will receive a One-Time Code via both your mobile phone and email.

Step 2: Verification

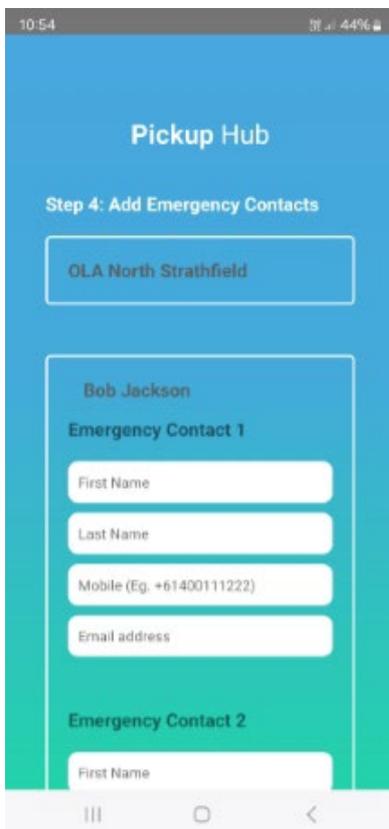Please enter the One-Time Code you received via both mobile and email to proceed.

Step 3: Add Child(ren)

Please add the child(ren) you will be picking up from the school.

You may skip this step by tapping *Next* without completing it.

You can finish this step later in the Pickup Hub App or on the web.

It is recommended that you complete this step promptly to assist our administrators in approving your registration.

Step 4: Add Emergency Contacts

Please add Emergency Contacts for each of your child.

You may skip this step by tapping *Next* without completing it.

You can finish this step later in the Pickup Hub App or on the web.

It is recommended that you complete this step promptly to assist our administrators in approving your registration.
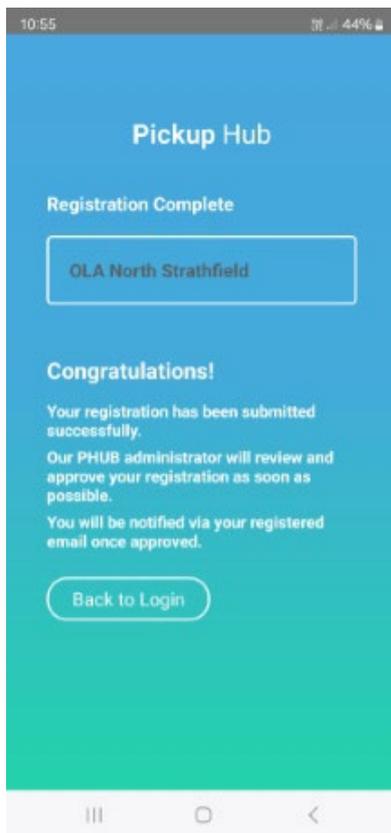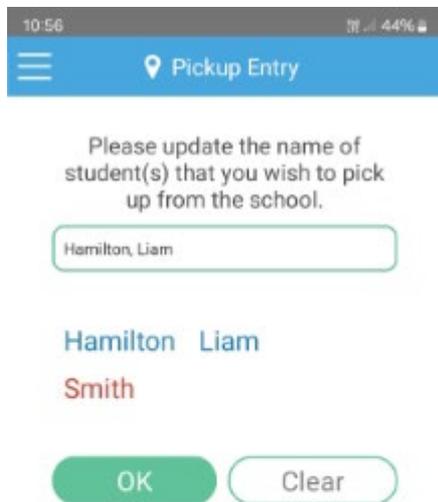
Registration Complete

Your registration has been successfully completed and is now pending approval by the Pickup Hub administrator.

You may tap the **Back to Login** button to access the Pickup Hub App using your registered email and password.

Once logged in, you will be able to update your registration details until the Pickup Hub administrator grants approval.

3. Pickup Entry

Pickup Entry will open automatically the first time you access the app. It is designed to help you set up the names of the students you will be picking up from school. The children's names will be automatically displayed, allowing you to easily tap and create your pickup list.

Student Request

1. First names will appear in blue.

2. Last names will appear in red.

3. Tap any name to add it to the textbox at the top.

4. To clear the list, tap the *Clear* button.

5. You can customise the pickup list by tapping the textbox and using the on-screen keyboard.

6. Once finished, tap the *OK* button to save your changes and proceed.

4. GPS Broadcast

The **GPS Broadcast** page is the primary interface parents will use frequently. This page allows you to start broadcasting your GPS location to inform the school that you're on your way and stop the broadcast session as needed. The session will automatically end once you've picked up your children and exited the pickup zone, ensuring you can focus on driving safely.
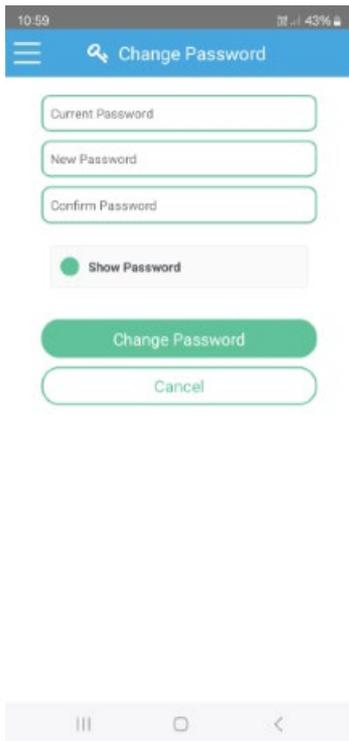

GPS Broadcast - Inactive

1. Verify that the students' names are correct. If not, tap the name to edit it on the **Pickup Entry** page.
2. Tap the **On My Way** button to begin broadcasting your real-time location to the school.
3. You can cancel the broadcast session at any time by tapping the **Stop** button.
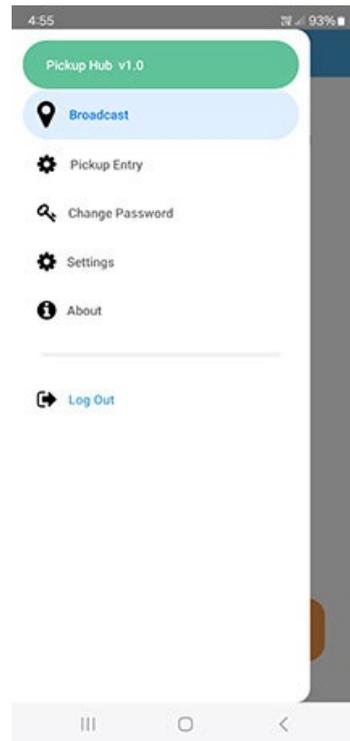

GPS Broadcast - Active

1. The animated icon indicates that your GPS broadcasting session is active, and your location is being shared with the school.
2. You can cancel the broadcast session at any time by tapping the **Stop** button.
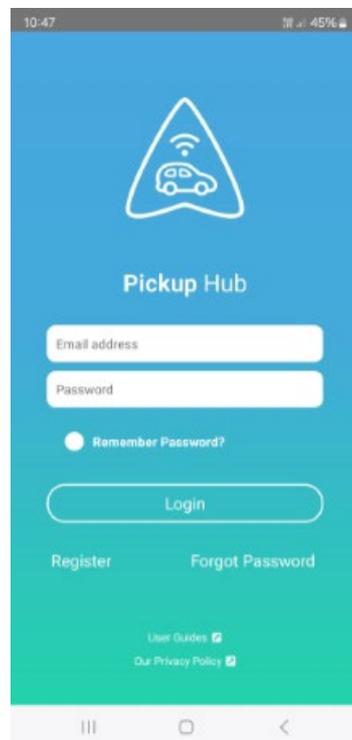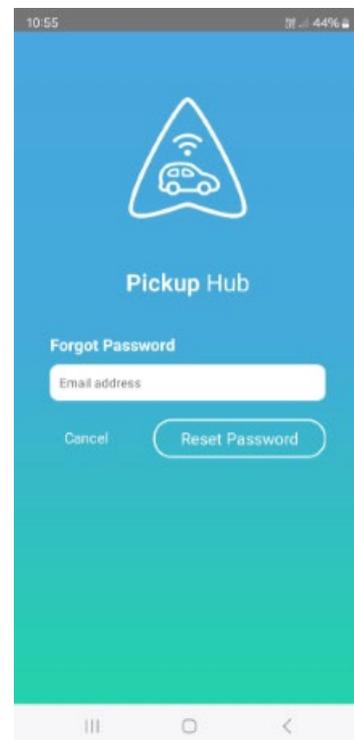
5. Other pages

Change Password

Side Menu

Login

Forgot Password