

Pickup Hub User Guide – Mobile App

Version 1.1.1



G&H IT Solutions Pty Ltd

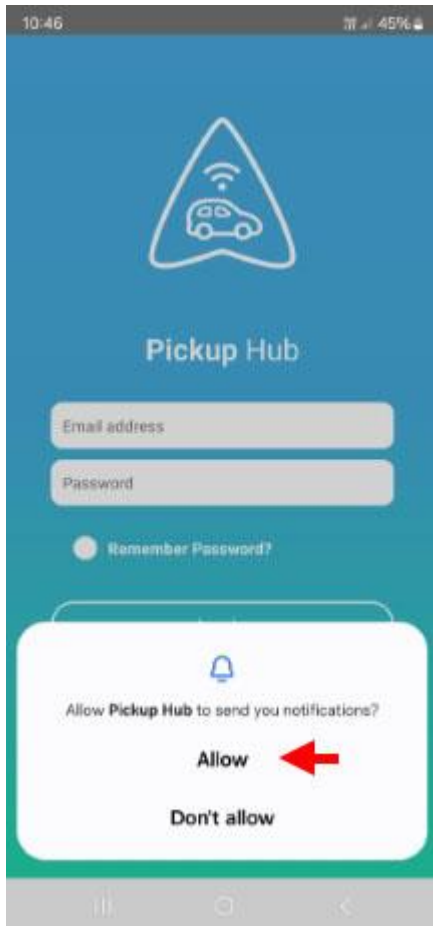
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1. First time use

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

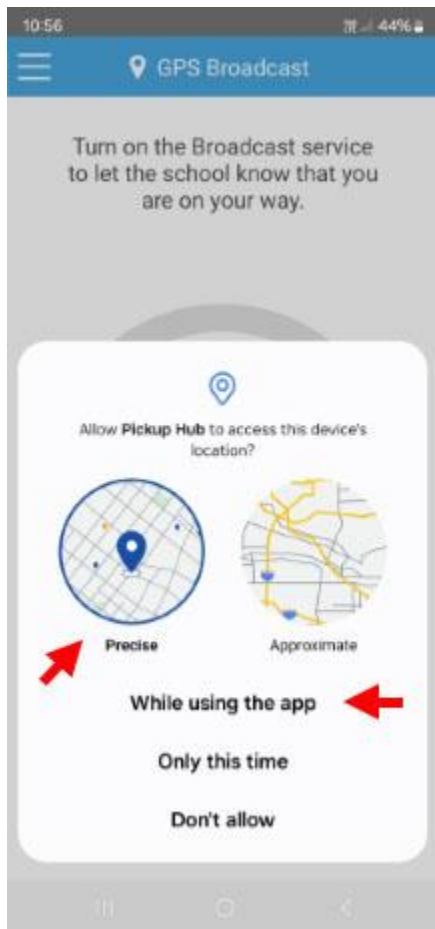


Push Notification Permission

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

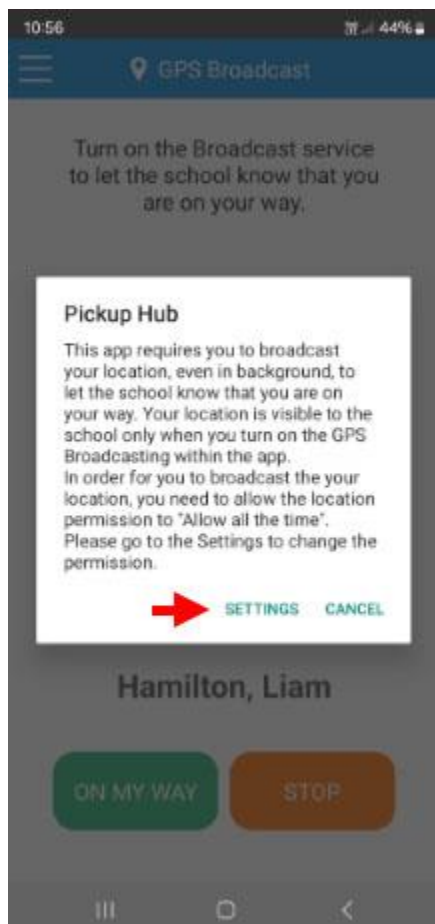
The Pickup Hub app needs **Location Permission** granted by the user who broadcasts its location to the school.

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.

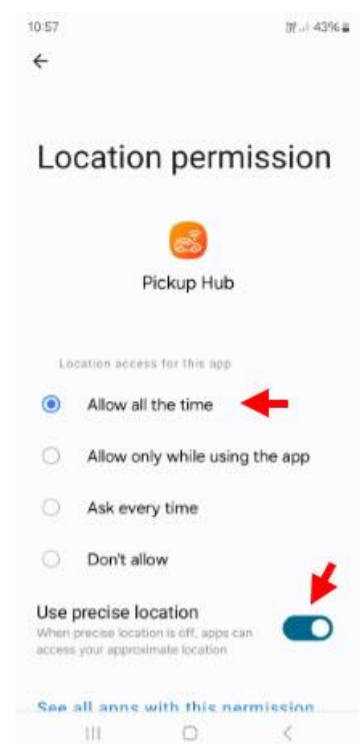
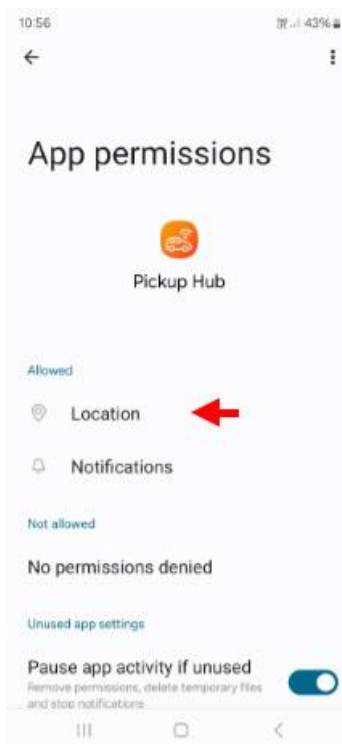
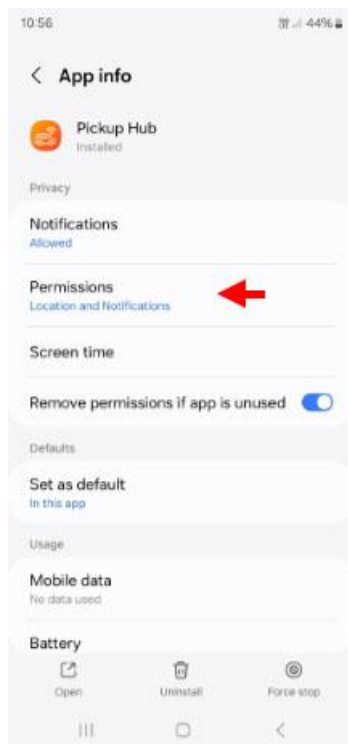
This will grant you to broadcast your location while you are using the phone.



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.

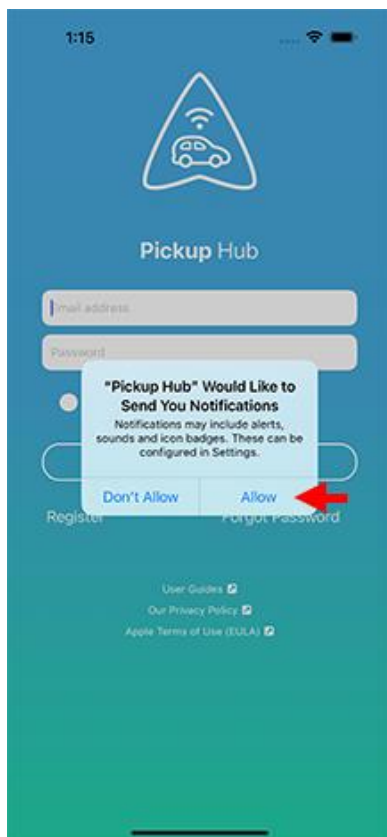


The above figures show how to give ***Allow all the time*** location permission to the Pickup Hub app in sequence.

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

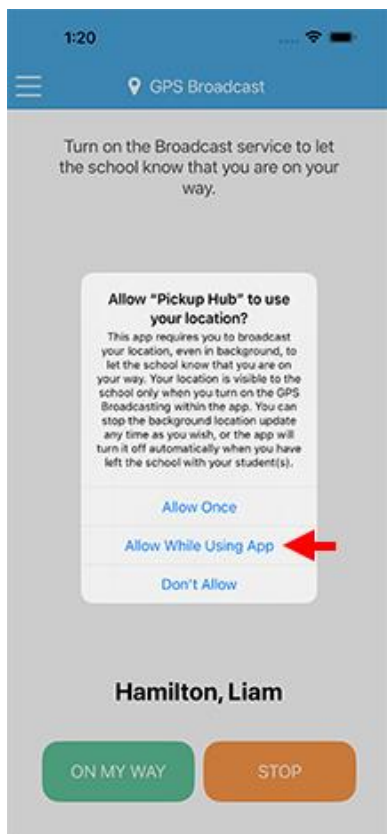


Push Notification Permission

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.

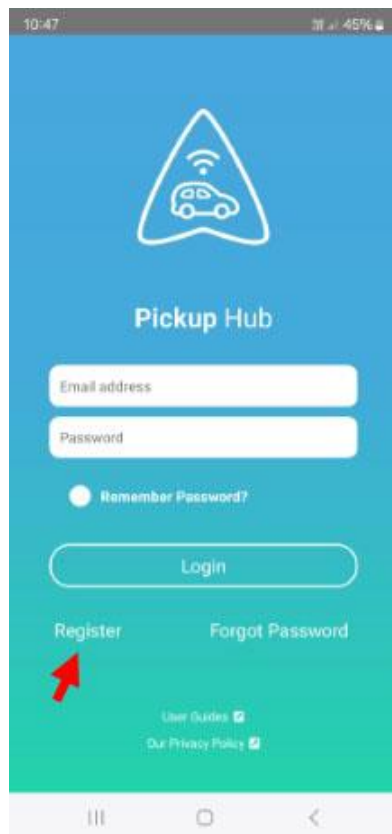
You will be prompted with the location permission dialog for the first time (figure on the left).

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**.

Pickup Hub

Step 1: Registration

OLA North Strathfield

Change

Title

First Name

Last Name

Mobile (Eg: +61400111222)

Email address

Confirm Email address

Password

Confirm Password

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.

Pickup Hub

Step 2: Verification

OLA North Strathfield

Please check your mobile phone for a One-Time-Code

Mobile One-Time-Code

Back Re-send Verify

Step 2: Verification

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

Pickup Hub

Step 2: Verification

OLA North Strathfield

Please check your email for a One-Time-Code

Email One-Time-Code

Back Re-send Verify

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.

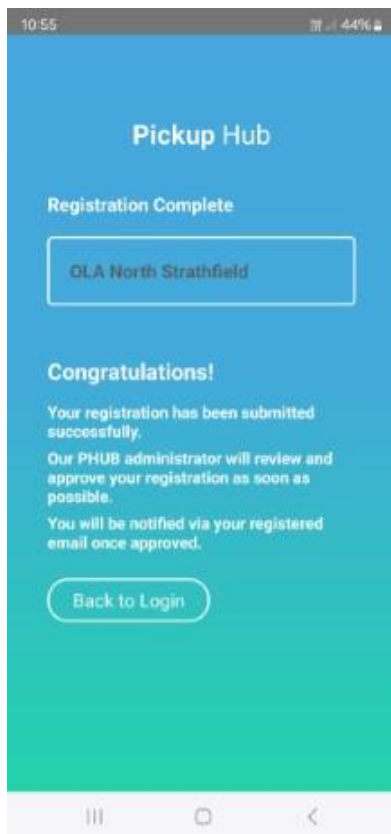
Step 4: Add Emergency Contacts

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

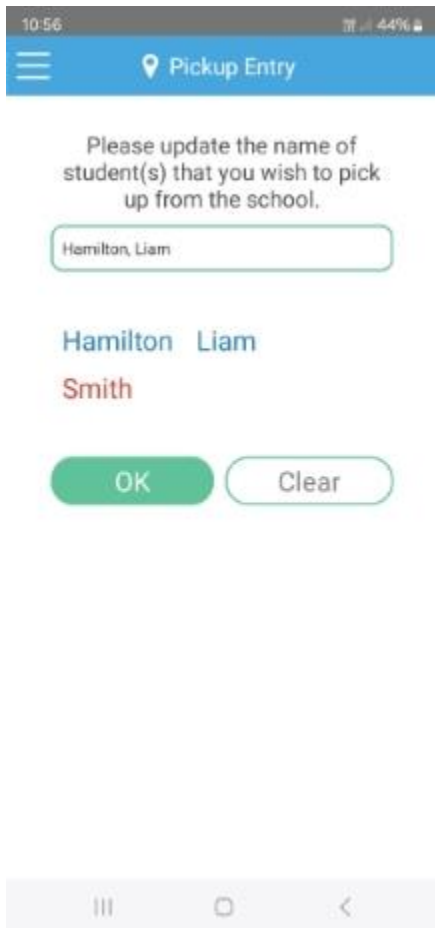
Your registration has been successfully completed and is now pending approval by the Pickup Hub administrator.

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(s) for Pickup

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.

3.1. Pickup Entry – Carpools

In the **Pickup Entry** section, you can select the student(s) you plan to pick up as part of a carpool.

Only students who have been approved by both the parents and the school for carpooling will be available for selection. The list of approved students will be displayed on the **Pickup Entry** page for you to choose from on a given day.

The screenshot shows the 'Pickup Entry' screen of a mobile app. At the top, the status bar shows 10:56 and 44% battery. The app header is blue with a menu icon and the text 'Pickup Entry'. Below the header, a message says 'Please update the name of student(s) that you wish to pick up from the school.' There is a text input field containing 'Hamilton Smith'. Below the input field, the name 'Hamilton Liam Smith' is displayed, with 'Hamilton' in blue, 'Liam' in blue, and 'Smith' in red. A grey box labeled 'Carpool Student(s)' contains a list of four students: 'Smith Black' (checked), 'Green Blue' (checked), 'Jim Goo' (unchecked), and 'Kate Honan' (unchecked). At the bottom of the list are two buttons: 'OK' (green) and 'Clear' (white with green border). The bottom of the screen shows a standard Android navigation bar with three icons: a square, a circle, and a triangle.

Student(s) for Carpool

1. A list of students for carpool will appear if there is any approved student(s).
2. Tap the student's name to select (A tick will appear next to the name)
3. Once you have made the selection, 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.

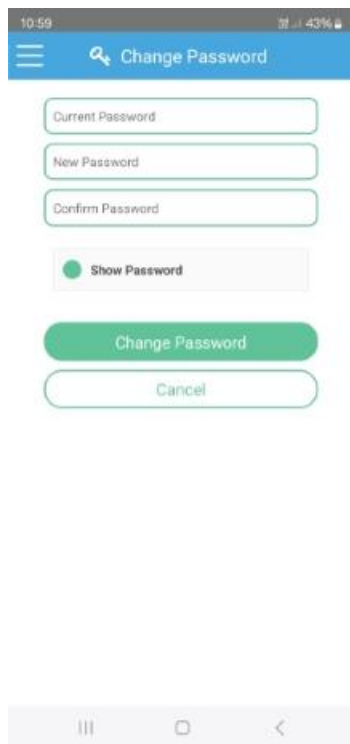
4.1. GPS Broadcast – Carpools



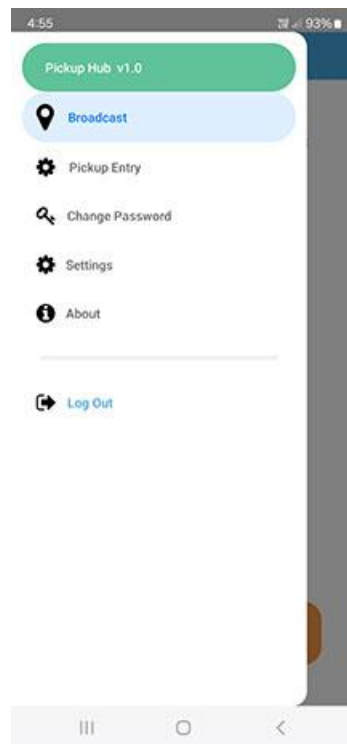
GPS Broadcast - Carpools

1. The name(s) of your child(ren) will appear in bold ("Hamilton Smith" in the picture).
2. The name(s) of carpool child(ren) will appear underneath ("Smith Black, Green Blue" in the picture).
3. Tap the **On My Way** button to begin broadcasting your real-time location to the school.
4. The monitoring screen at the school will display all names, including your own child(ren) and any carpool students.

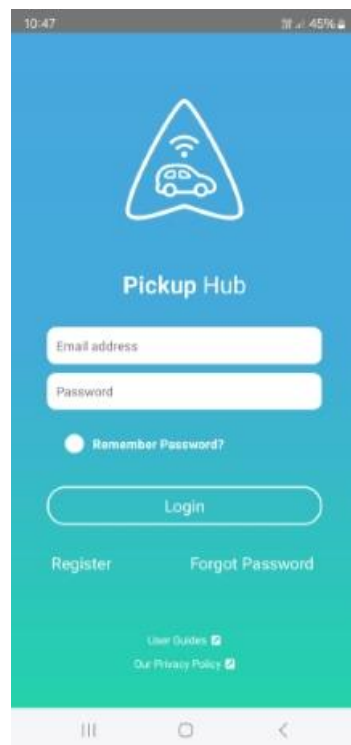
5. Other pages



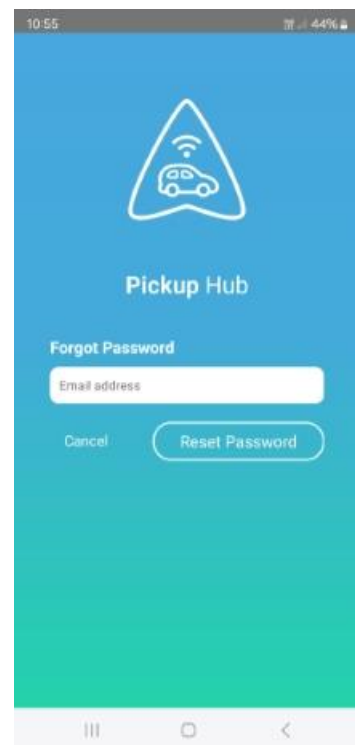
Change Password



Side Menu



Login



Forgot Password