



Kiosk Guide

Children (nursery through third grade) must be checked in at one of the self-serve, electronic kiosks in the Children's Ministry Center before proceeding to their classrooms. First-time visitors and those who need to update their registration information should visit one of the assisted kiosks located in the Courtyard Center.

Register

- Visit gracechurch.org/cm and complete the registration form located on the Children's Ministry web page. Please allow one week to process information.
- OR
- Call the Children's Ministry secretary at 818-909-5631.

Check In

1. **Log into a kiosk** with either parent's cell phone number.
If you are checking in someone else's child using that person's cell phone number, please provide your own contact number by pressing "authorize another pick-up number"
2. **Select one, two, or both services** for each child being checked in. Please check-in all children who will be attending (even those not with you who may be arriving later). For your security, only an approved Children's Ministry leader will be able to access your account once you've logged out.
3. **Confirm** the accuracy of the information entered. (You may go to the previous screen at any time by pressing the Children's Ministry logo.)
4. **Press "Print"** once you have verified that all information is correct.

When you check-in, you will receive...

1. **Three name tags** for each child being checked into the Nursery and two for each child being checked into Sunday School
2. **One security tag** for each child, with a randomized code matching the code appearing on the child's name tag (The security tag is designed to be torn in half so that both parents can use it to pick up children.)

Once checked in, please...

1. **Put one name tag on your child** and, for children heading to the nursery, one on the child's diaper bag. Please place name tags in visible locations (name tags for nursery-age children should be put on the child's back).
2. **Proceed to your child's classroom** and put the remaining name tag on the classroom roster. At this point your child is checked into the room.
3. **Make sure** that all cell phones are on vibrate.
4. **Retain** your security tag for pick-up.

Pick Up

Show your security tag at your child's classroom in order for your child to be released. The same security tag will be used to pick up each child. Please note that no child will be released without a security tag.

FREQUENTLY ASKED QUESTIONS

Why do I need to register my child in Children's Ministry?

Your child's registration information enables us to print your child's name tag, bag tag, roster tag, and security tag. Registering your child online a week in advance will greatly speed up your check-in process.

How often do I need to register my child for Children's Ministry?

You need only to register your child one time.

What if my child's registration information changes?

If your child's registration information changes (e.g., cell phone number, address, etc.), simply update your information online on the Children's Ministry page at gracechurch.org/cm. The only fields that need to be updated are (1) your name, (2) your child's name, and (3) any information that has changed.

How will I be contacted if I'm needed in my child's classroom?

Your cell phone is the primary means of contacting you during the service. If we need to contact you during the service, we will send a text message to both cell phone numbers listed on your child's name tag. Please ensure that your cell phone is on vibrate.

What if I don't have a cell phone?

A home phone number can only be used to login to the kiosk. Pagers will be available in the Welcome Center for those without cell phones.

Do I have to take my child to his/her classroom after we check in at the Children's Ministry Center? Yes.

Do I have to go back to the kiosk before picking up my child?

No. Only the security tag you received when you checked in is needed to pick up your child.

Do I have to pick up my child from his/her classroom? Yes.

How soon after the close of the service do I need to pick up my child?

Please pick up your child within 15 minutes after the close of the service.

Who can drop off or pick up my child?

We don't identify who can drop off a child. Parents can give their cell number to anyone 16 or older to check-in their children. You are free to give your security tag to another person (16 or older) to pick up your child if needed. We are very careful to only release a child to the person with the correct security tag. You are responsible for who has your child's security tag!

What if I lose my security tag?

If you lose your security tag, you must come to the Welcome Center to receive a new security tag from an approved Children's Ministry leader. Only parents and guardians listed in the church database will be able to receive a replacement security tag.

Do I have to surrender my security tag any time during the pick-up process?

No. You may discard your security tag after you pick up your child. The security tag is dated and cannot be re-used in the future.

Does my fourth-, fifth-, or sixth-grader have to check in?

Yes.

What if we bring another child as a guest?

Guests can be checked in at an assisted kiosk located at the Courtyard Center. They may also be added to your household for future self-check-in if they are likely to attend regularly with your family.

Will pagers still be used for children five years old and younger?

Pagers will be available at the Welcome Center for those without cell phones.