



LineLeader Engage & Manage

Guide for Parents & Guardians

LineLeader is thrilled to partner with care providers and the families they serve to provide superior care experiences for all. We've prepared this guide to help families familiarize themselves with the LineLeader engagement app. It is filled with answers to common FAQs as well as how-to's and tips. Our team is here to provide you with all the support you need to make the most of our platform.

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Other Resources

[For Parents / Families : FAQs](#)

[About LineLeader](#)

support@lineleader.com

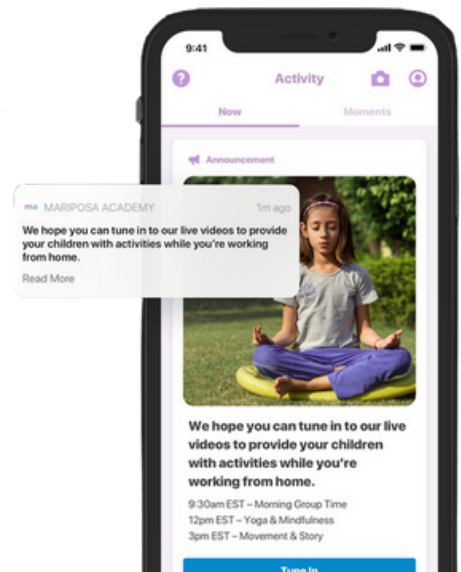


Get real-time updates and stay connected with the mobile app.

Watch your child's day unfold with snapshots delivered to your mobile device. Stay in touch with your teacher and strengthen school learning with activities at home. Pay directly from the mobile app or setup autopay.



- **Stay Connected.** Watch your child's day unfold with snapshots delivered to your mobile device in a secure app that you can easily respond to and share with family or friends.
- **Pay tuition online, in the app.** Submit digital payments directly from your bank account or credit/debit card. Get paperless invoices, digital receipts, and use auto-pay.
- **Check-in and out digitally.** Let staff know when you're on your way to speed up the drop-off and pick-up process. Plus, leave important notes about your child within the app for their teacher
- **Get daily digital reports.** View your child's day at-a-glance, including what they did, what they learned, what they ate, and more - plus photos and videos from their teacher.



"Love being able to see how my child's day is going with quick and easy updates."



"So easy to use! I love that I can interact with my child's teacher."



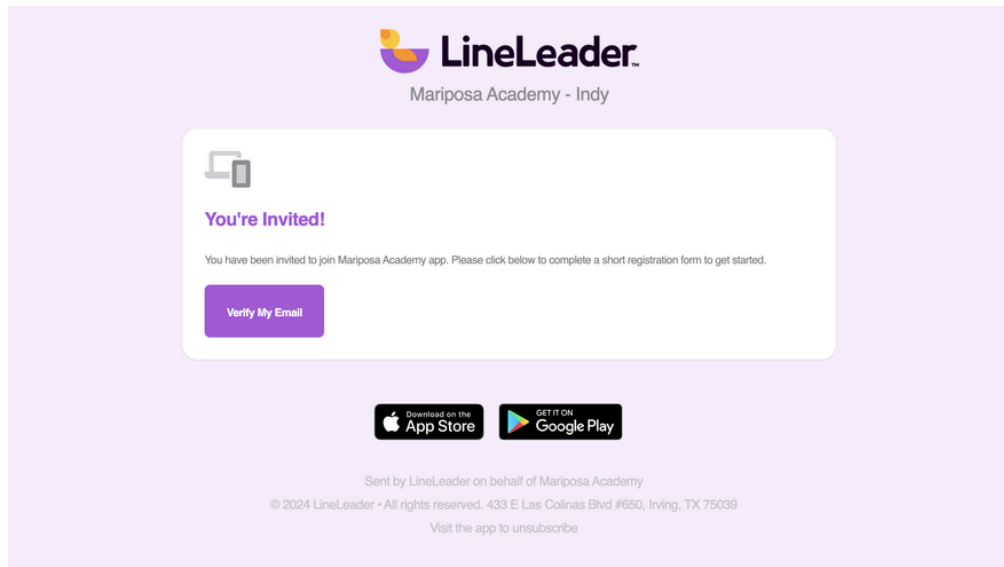
"I use this as both a parent and a teacher. I love being able to keep track of my child's day."

Account Activation-Family Users

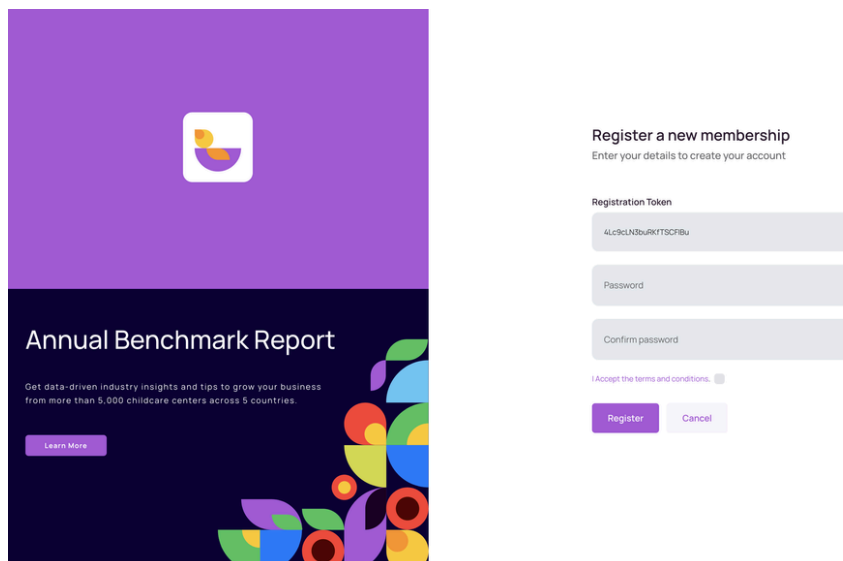
After your account is created in LineLeader by your care center, you will receive an account invitation email from LineLeader.

Steps to Verify Your LineLeader Account:

1. Select the button **"Verify My Email"** to get started



2. A new screen will appear where you add your password and check the box that you **"Agree to the Terms,"** only after reading the terms of course!

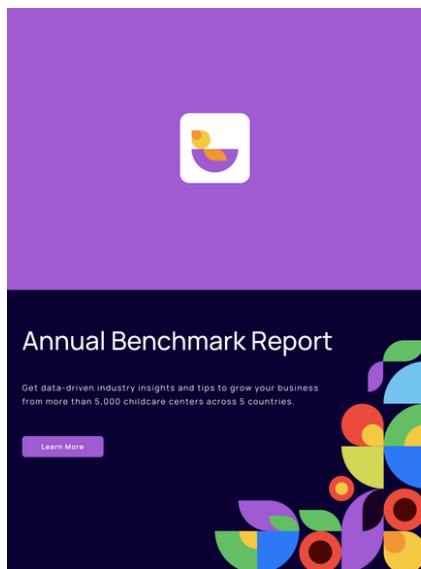


3. Once you have successfully verified your email address, you can access LineLeader:

- **Via the app:** You can download the LineLeader app ([iOS/Android](#)) for your phone or tablet.

Tip: Your account invitation email holds quick links to the app stores to download the app. Tapping on your app store name will take you directly to your app listing.

- **Via the web:** LineLeader is also available by visiting <https://app.momentpath.com> if you are accessing LineLeader from a desktop computer or web browser on a mobile device.



Welcome to LineLeader

Username

Password

[Forgot Password?](#)

[Sign In](#)

[Need a Payment Statement?](#)

Note: If you receive the error messages "Internal Server Error" or "User not Found" or "Email or password is incorrect, please try again" please try typing in your email address without a space after your email.

If you do not receive an email after you have checked your spam and junk mail or you have any additional questions, please email us at support@lineleader.com.

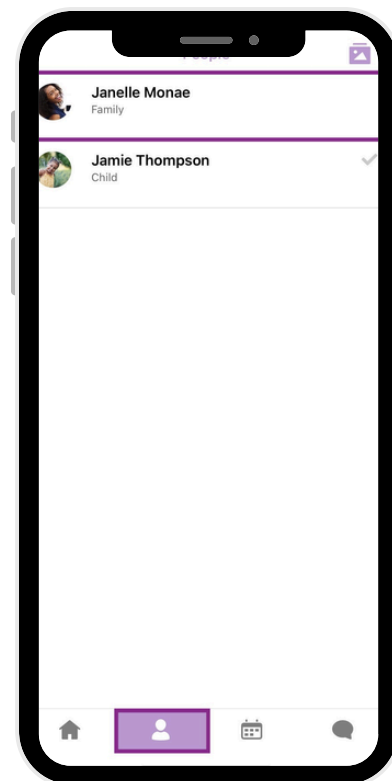
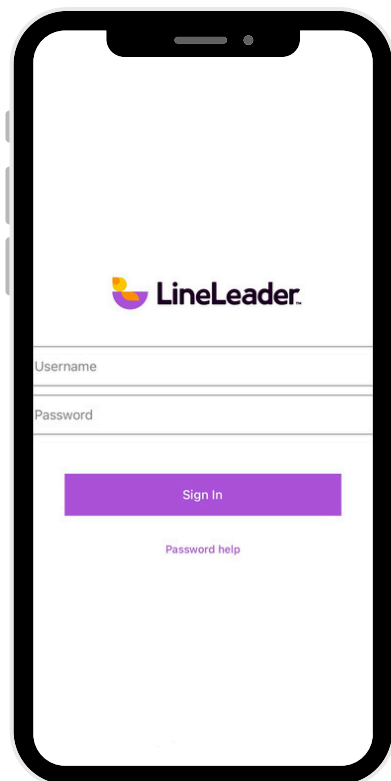
Note: An automated pin code email will follow successful registration in many cases (depending on settings chosen by your care provider).

Real-Time Notification Preferences

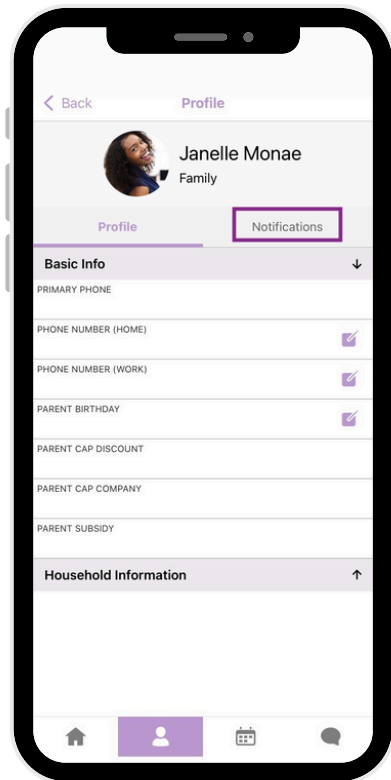
Real-time updates can be turned on for individual family members. These alerts can be customized for a) families that only wish to receive an end-of-day summary to b) families that would appreciate a timely alert for each moment to c) different children, Real-Time Notifications can be configured on either the mobile app or the web app. These settings are universal regardless of where you configure them.

Enable Notifications in the Mobile App

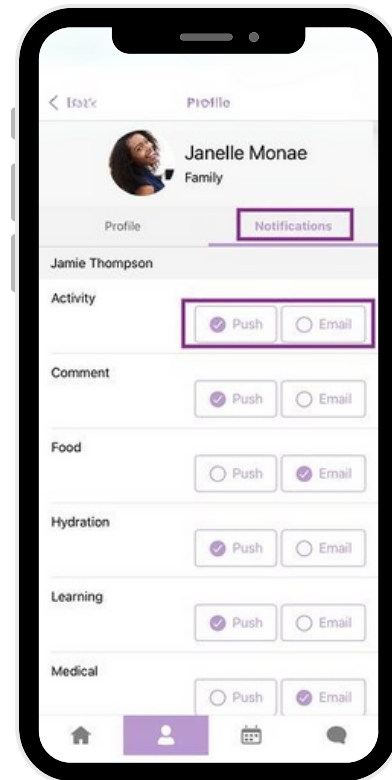
1. Log in to the LineLeader mobile app with your email address and password and tap **“Sign In.”** Click on the **“People”** icon in the menu at the bottom of your screen.
2. On the People screen, select your name to view your profile.



- After selecting your profile, please select the **“Notifications”** tab to enable notifications.



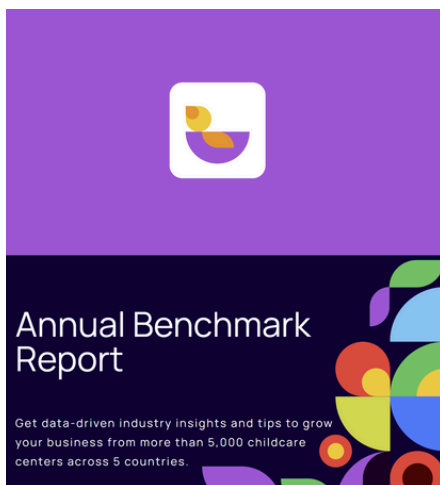
- On the Notifications tab, you can set your real-time notification preferences by tapping the notifications to receive **“Push*”** alerts or **“Email”** alerts.



*Push = Updates will show up on your phone's lock screen and via badges when your phone is unlocked.

Enable Notifications in the Web App

- Please log in to app.momentpath.com on a computer.



Welcome to LineLeader

Username

emailaddress@

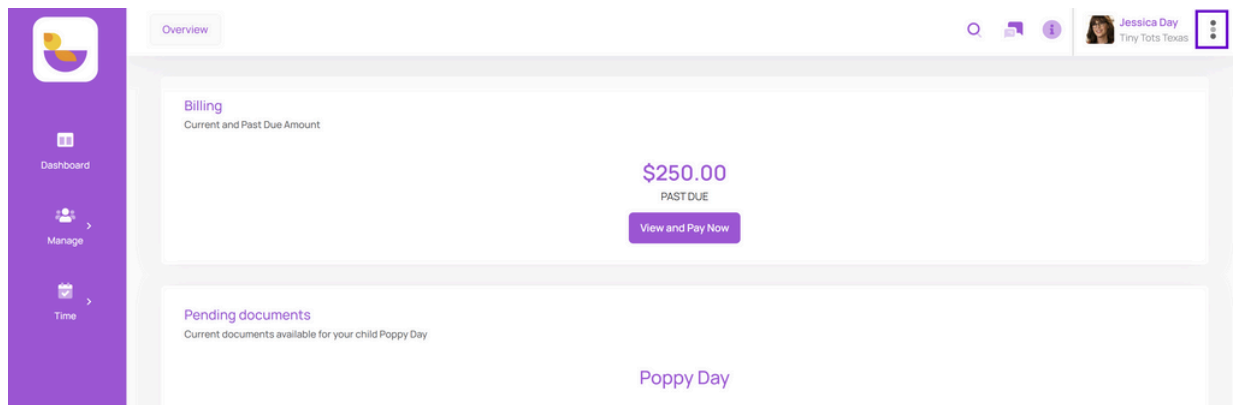
Password

[Forgot Password?](#)

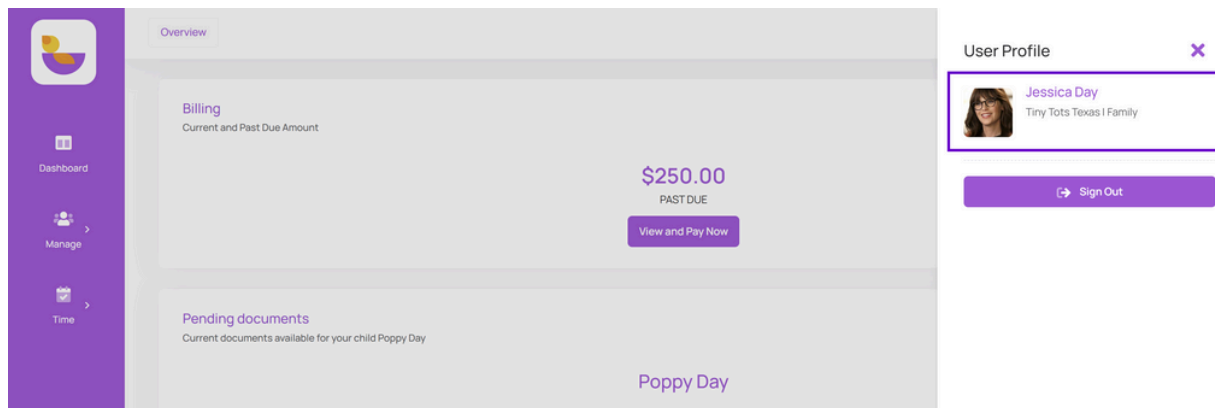
[Sign In](#)

[Get Support](#)

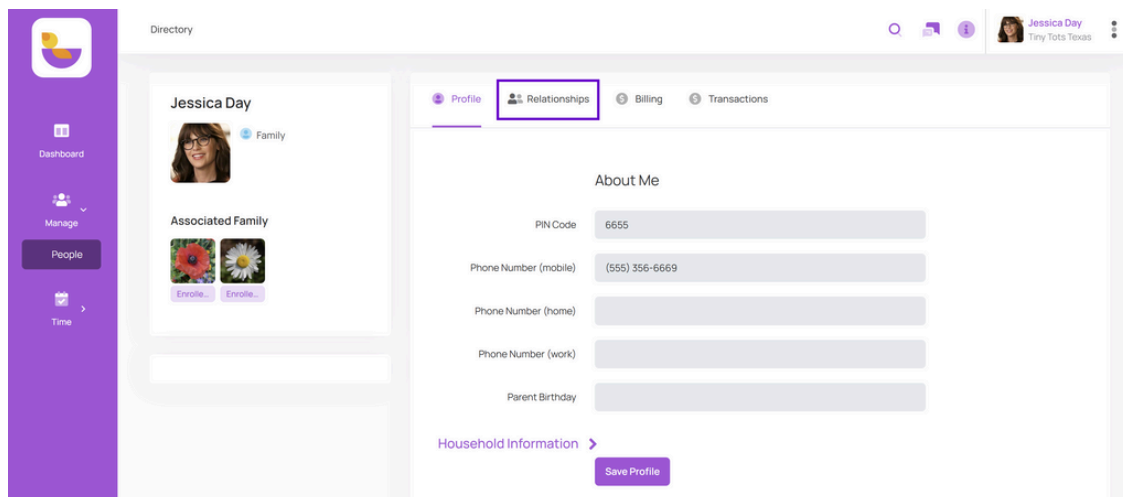
2. In the upper righthand corner of the screen, please tap on the three dots.



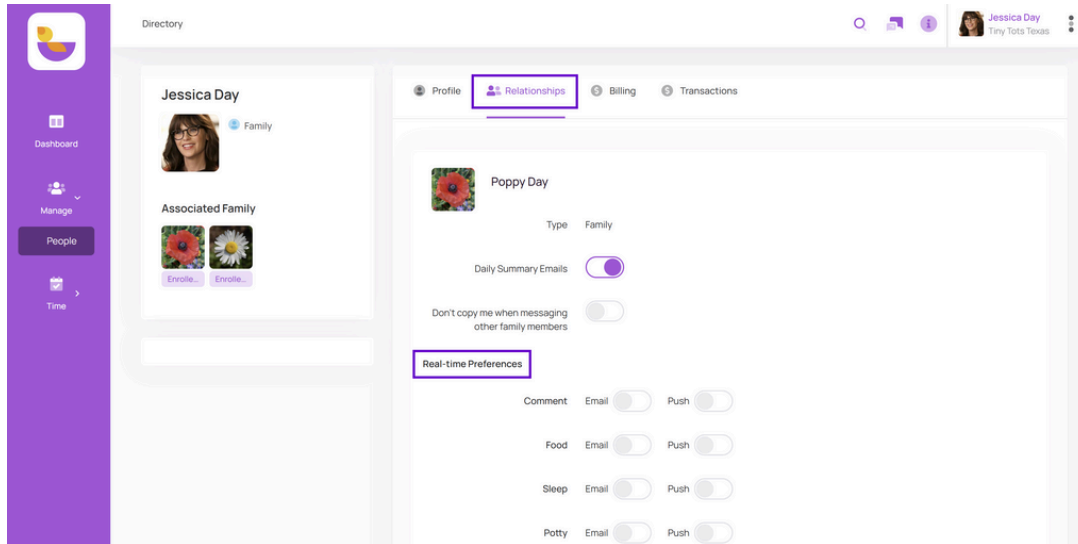
3. After clicking on the **three dots**, a menu will appear, please tap on your name to view your profile.



4. On your profile, select the “Relationships” tab.



5. On the “**Relationships**” tab, please set your preferred real-time notification preferences. Use the toggles to select which moments you would like to receive real-time updates. If it is gray they are turned off, if they are purple they are turned on.



Notes:

Ensure your center has your phone number added to LineLeader so we know where to send your SMS updates!

- **Email:** Real-time updates will be sent via email
- **Push:** Updates will show up on your phone's lock screen and via badges when your phone is unlocked.
- **SMS:** Text message notification are limited to the Notification Moment and is turned on automatically.

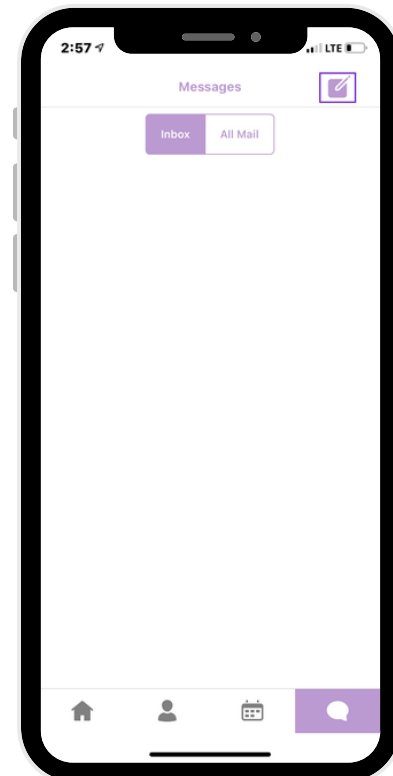
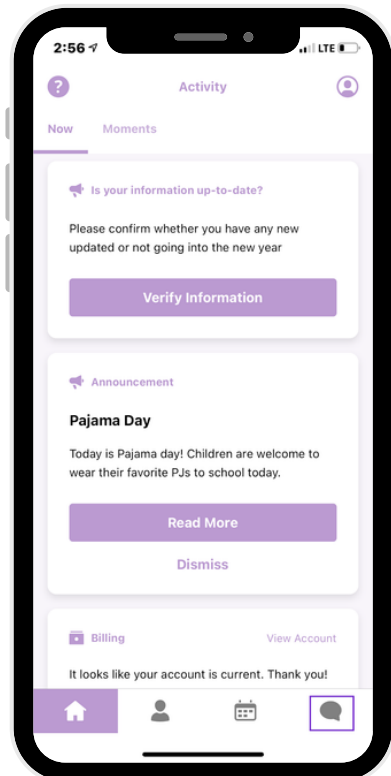
To disable mobile and web notifications, you can follow the same steps you followed to enable notifications.

If you have any questions, please contact us at support@lineleader.com.

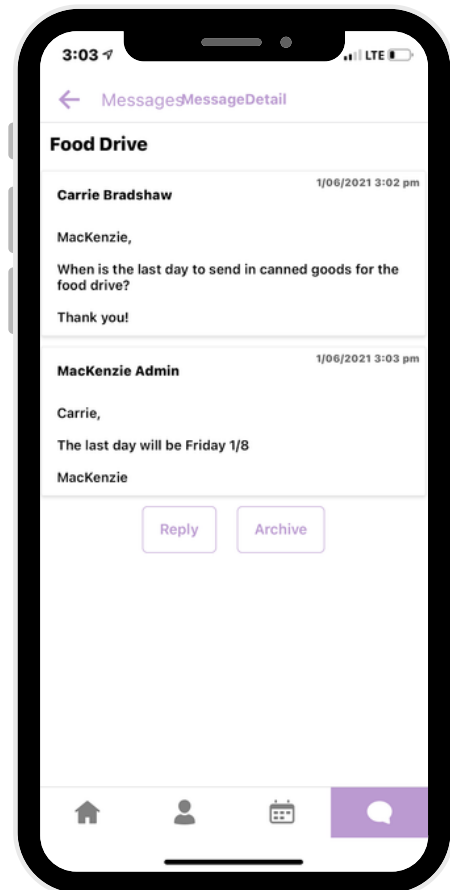
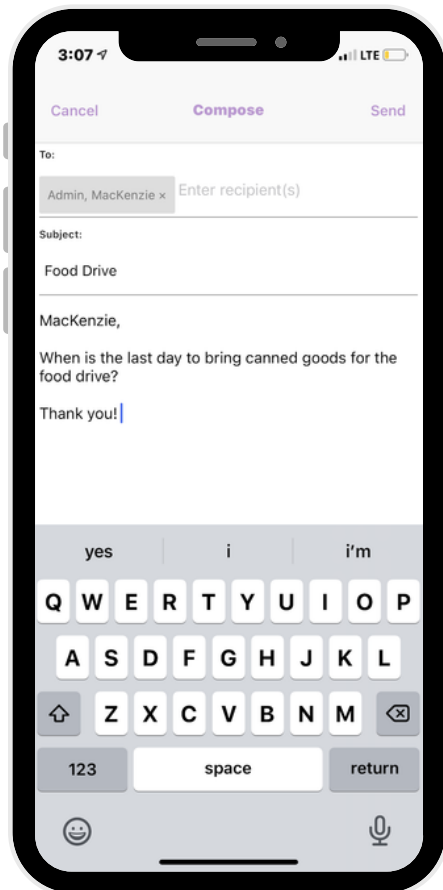
Understanding the Message Center

Here's how to make the most out of the Message Center through the mobile app!

1. The Message Center can be found by clicking on the **chat bubble** in the lower right-hand corner of the screen.
Note: these "page" icons will be static regardless of where you are in the app
2. To begin a **new conversation**, click the button in the top right corner



3. Begin typing whom you would like to send a message to in the "To:" section. The names will begin to appear as you type. As a family member, you can send a message to your child's teacher or administrators.
4. Type your subject line and message, then click "Send". When you receive a response, you will see:



Note: The Message Center is designed to allow parents and teachers to communicate within the LineLeader app. Staff and teachers will not be notified by a push notification when they receive a message. The Message Center is designed to keep the teacher's focus on your child. If an urgent situation arises, please contact your center.

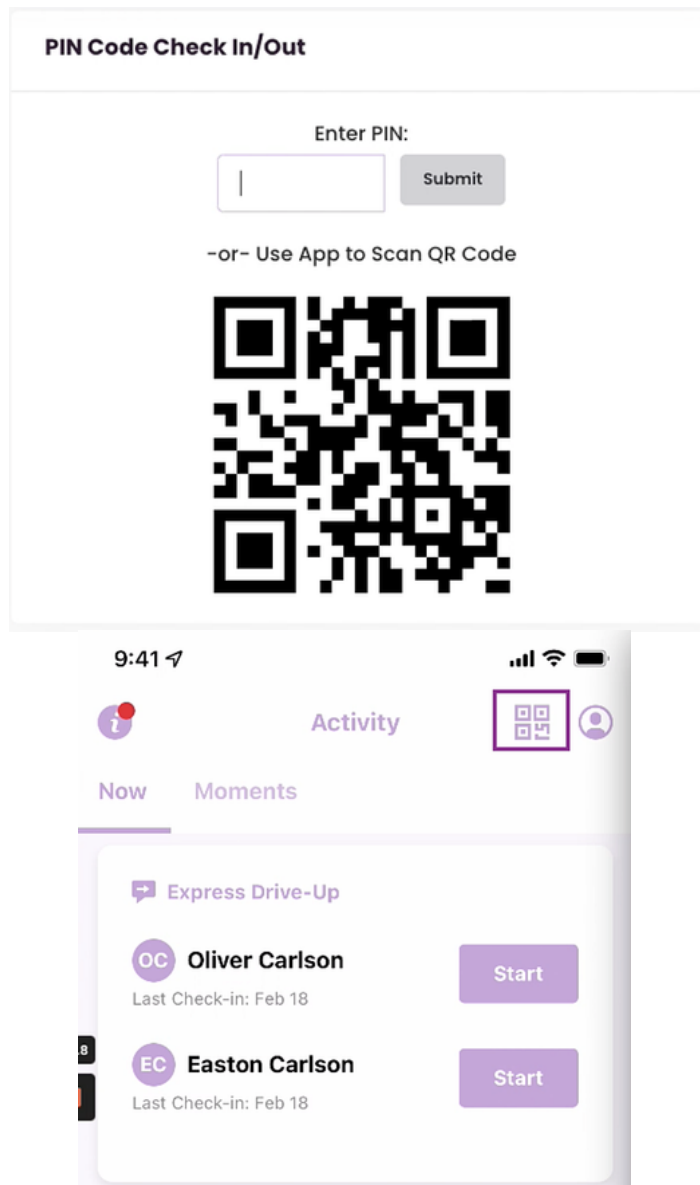
Using Pin Codes and QR Codes to Check-in and Check-out

You can use a pin code to check-in and out your loved one into their care center. Please contact your center directly to set up your pin code number or find your pin code in an email issued automatically when your account is activated (if this setting is enabled by your provider).

Once you have your pin, follow the steps below:

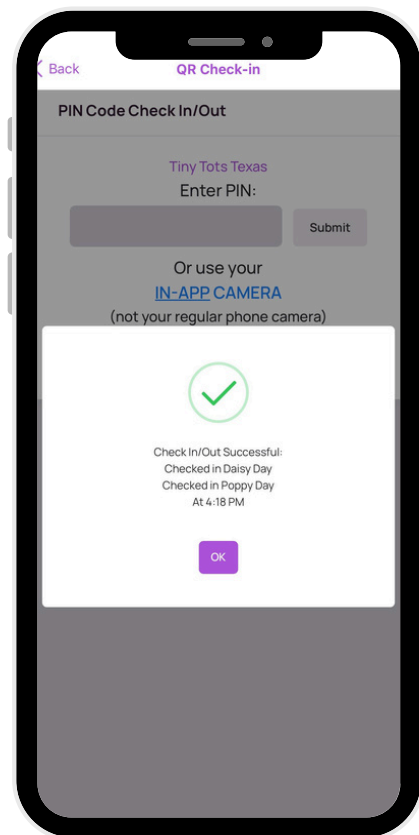
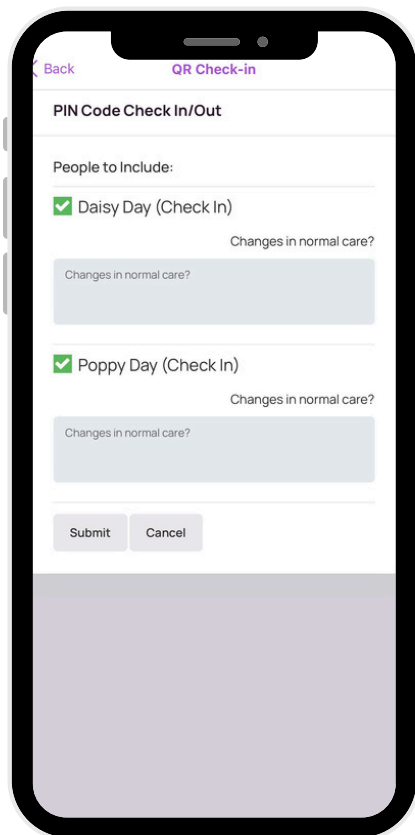
1. At your site sign-in tap under "Enter Pin:" and type in your 4-digit pin code.

Alternatively, you may open your mobile app, tap on the QR reader in the upper right-hand corner of the screen, and scan the QR code on the pin code check-in screen



2. Select the person(s) you would like to check-in. The **green checkmark** shows who will be checked in. If your center has required fields, you will need to complete those as well as any additional information you wish to share. If you had submitted an informed arrival, this information will match what you had entered. Next, tap "**Submit**".

3. You have **successfully checked in** your loved one!



Notes:

If you do not have access to the QR code camera, please check to see if your camera app permissions for the LineLeader app are turned on by following the steps below:

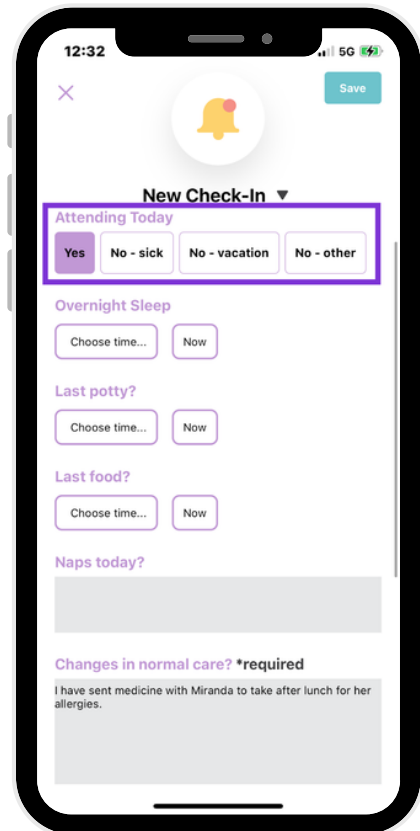
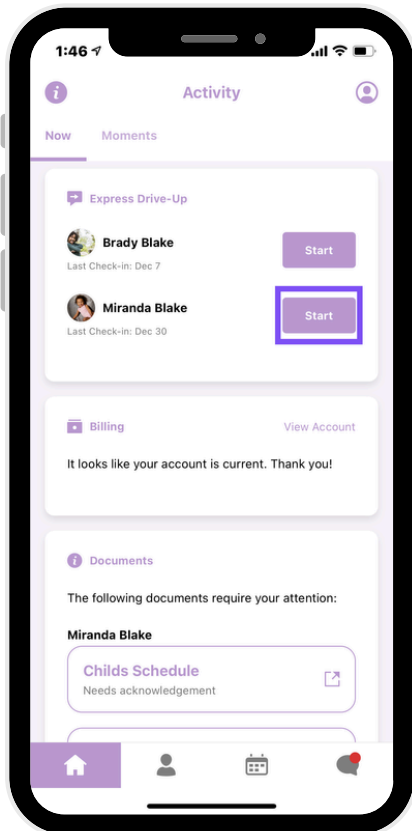
- Go to your Settings on your Apple or Android Device
- Search for your mobile app (LineLeader)
- Toggle to turn on the Camera

Still, need help? Please get in touch with support@lineleader.com for assistance.

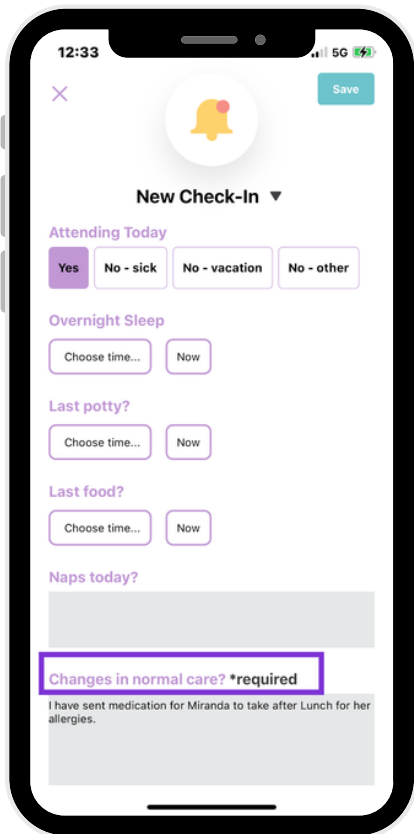
Express Drive-up for Families

If your center has Express Drive-up enabled you have the option to alert your center of your upcoming arrival and have the option to leave any notes or comments that you would like to inform your child's teacher on.

1. On the **home screen** of your mobile app, there is a box titled **"Express Drive-up"** with a **"Check-In"** button next to your child's name.
2. Once you select **"Check In"** you will have the option to **notify** your center if your child will be attending that day or if they will be absent.



3. While you are completing your **express drive-up**, you can leave notes or comments that will be visible to the child's teacher. Depending on your center, there may be fields that are required in order to submit your Express Drive-up.



12:33 5G

×

Save

New Check-In ▼

Attending Today

Yes No - sick No - vacation No - other

Overnight Sleep

Choose time... Now

Last potty?

Choose time... Now

Last food?

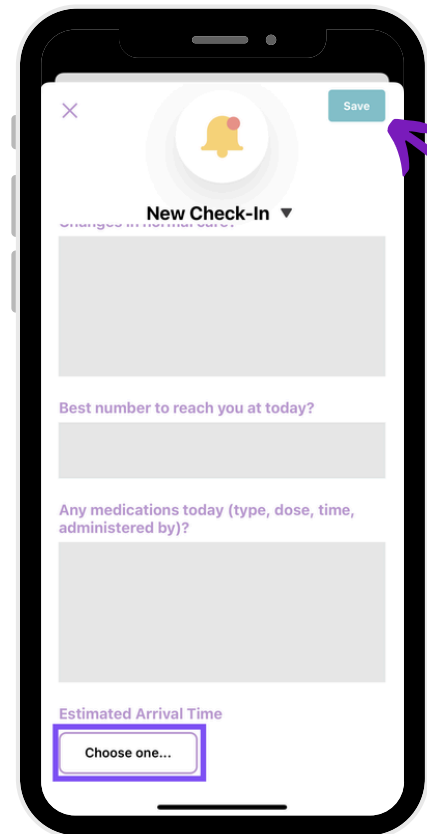
Choose time... Now

Naps today?

Changes in normal care? ***required**

I have sent medication for Miranda to take after Lunch for her allergies.

4. Before you complete your express drive-up, you can scroll to the bottom and provide an estimated time of arrival for the staff at your child's center. Once you have provided all the information necessary you will click **"Save"** at the top of the screen. By clicking "Save", your child moves to a **"pending arrival"** state on the teacher's dashboard.



×

Save

New Check-In ▼

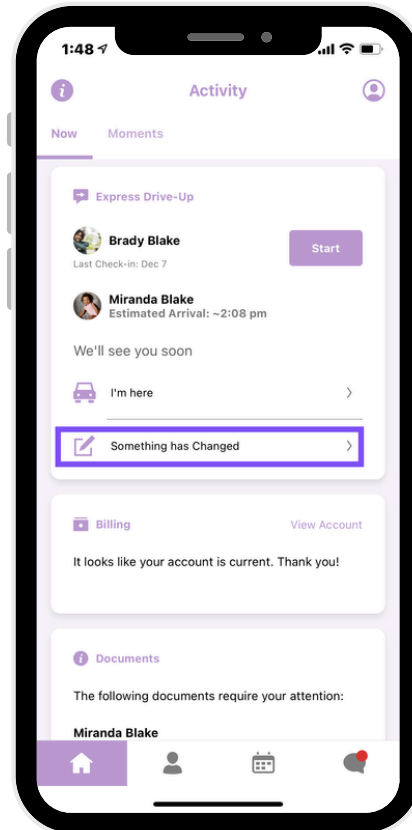
Best number to reach you at today?

Any medications today (type, dose, time, administered by)?

Estimated Arrival Time

Choose one...

5. After saving your express drive up you have the ability to go back and edit it. If you go back to your home screen you will see the same **“Express Drive-up”** box but with an option that says **“Something has changed”**. If you click this you will be able to open your child’s express drive-up and make any changes needed. This box will disappear once your child is checked into their classroom.

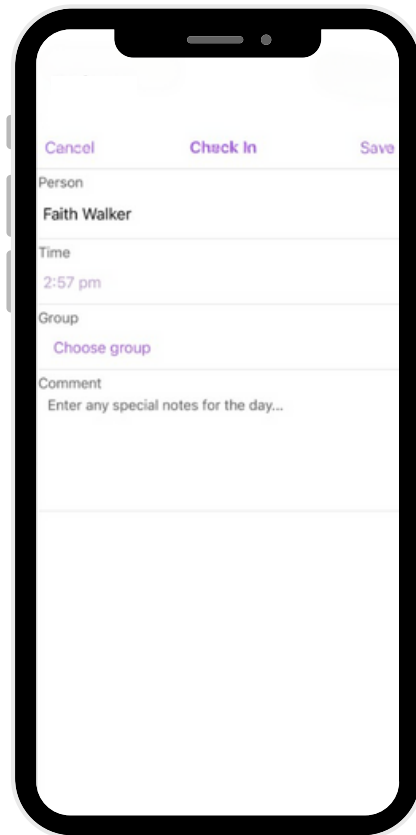


6. Once you have arrived at the center, you can update your status on the center's dashboard by clicking **“I’m here”**.

How Do I Mark My Child as Absent?

Knowing whether or not a student will be attending is important for teachers and administrators. Parents have the ability to mark a child absent through LineLeader with Informed Arrival. Not sure what Informed Arrival is? Ask your center director for more information.

1. Parents have the ability to mark their child as attending, out sick, or out on vacation through the LineLeader App. As a parent, log into the LineLeader app and select “**Check-in**” under Informed Arrival.



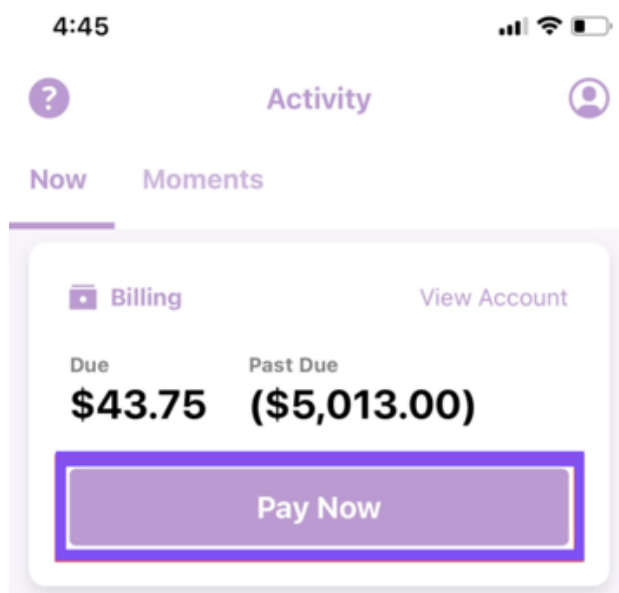
2. Select whether your child is attending or will be absent. You may also add a comment. Then, tap “**Save**” in the upper right-hand corner.

That's it! Your center will then know whether your child will or will not be attending that day! If you have any questions, please contact us at support@lineleader.com

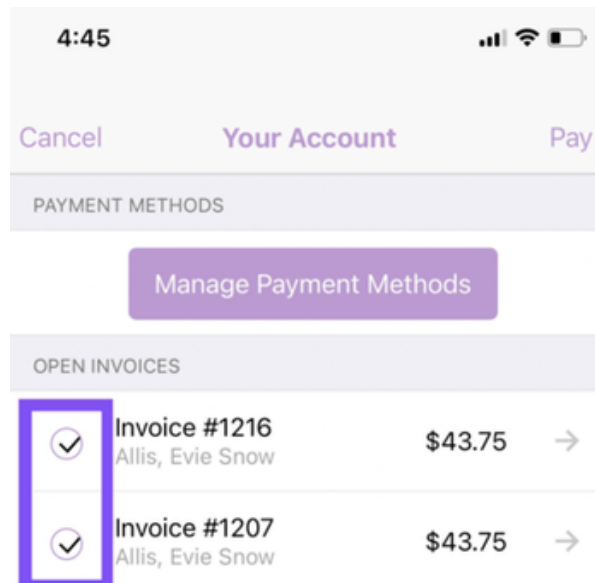
Paying my child's tuition on LineLeader

If your center allows tuition payment through LineLeader you will see a billing overview when you first open the LineLeader app.

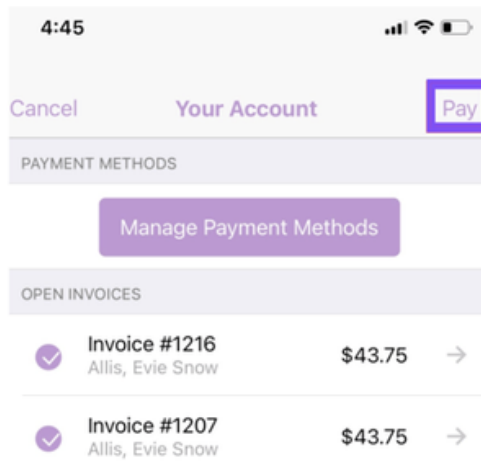
1. Tap on the **"Pay Now"** button to view your invoice



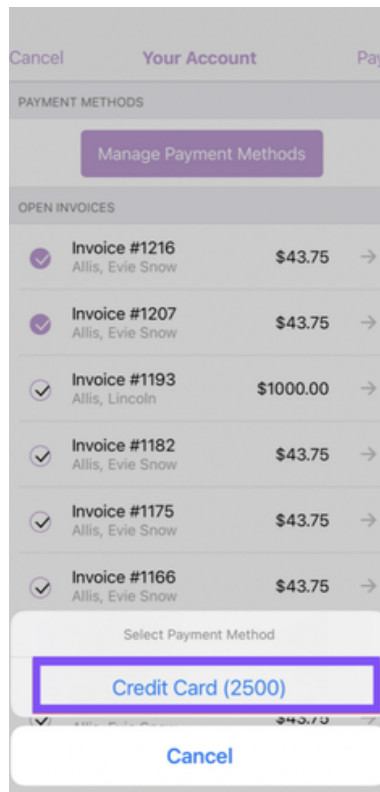
2. Next, you can tap on the check bubbles to select the invoices you would like to pay. Alternatively, you can tap into each invoice to see additional details and to make individual payments.



3. Once you have selected the invoices, tap "Pay" in the upper right-hand corner of the screen.



4. You can then select your payment method and complete your payment!



Note: Please remember that if your total amount owed is less than \$1.00 you will not be able to pay your bill.

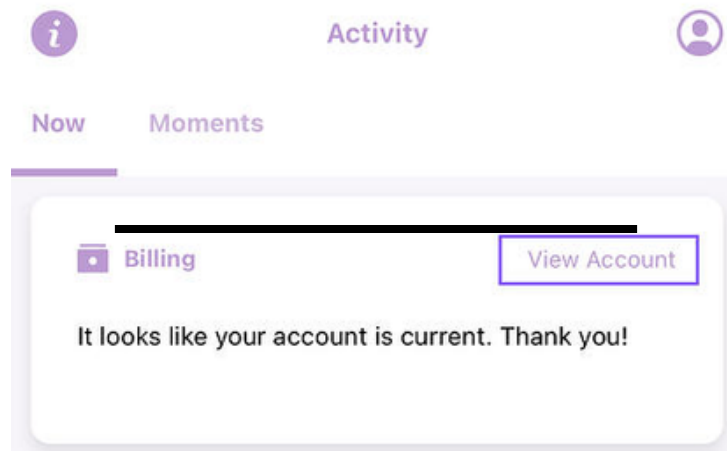
You will receive a confirmation of your payment in your email!

Enroll in Autopay: How to set up Automatic Payments

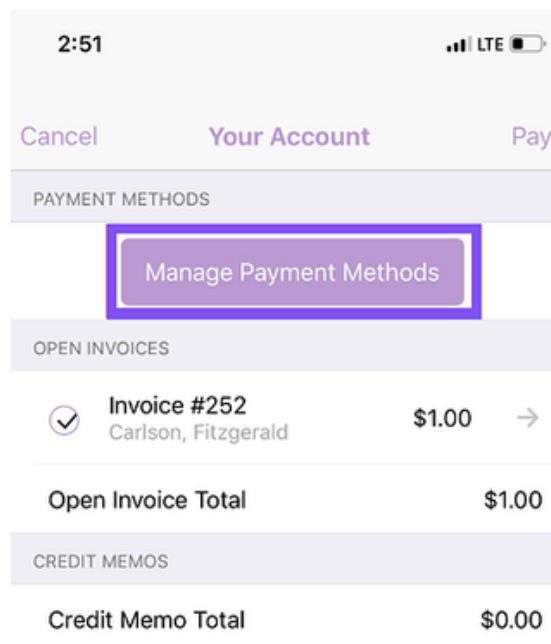
Setting up Auto Pay will allow your caregiver payments to be processed easily and efficiently. You will be emailed in advance when your payment is about to process.

You will also be emailed when your Auto Payment has been processed. To set up auto payment, please follow these steps on app.momentpath.com or through the LineLeader Mobile App.

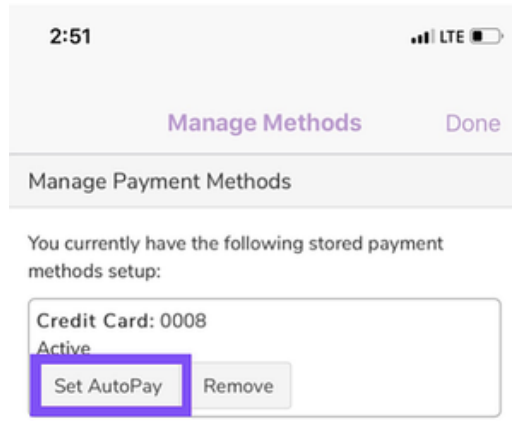
1. From your Home Page, you can click the View Account link under "Billing".



2. Next, tap "Manage Payment Methods"



3. If you have not already entered your payment method, you can do so from this screen. Once your payment method is entered, select "**Set AutoPay**".



2:51 LTE

Manage Methods Done

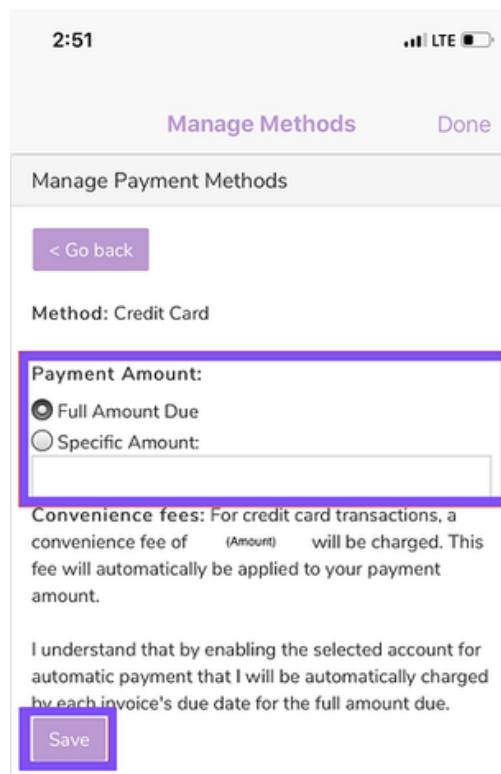
Manage Payment Methods

You currently have the following stored payment methods setup:

Credit Card: 0008
Active

Set AutoPay Remove

4. You may now select to pay the full amount of each invoice or a specific dollar amount on autopay. **Please note**, that if you choose to pay a specific amount monthly, your payment may not satisfy your full balance if additional charges are added to your account. To ensure your full invoice is paid each month, we recommend selecting "**Full Amount**". Depending on your center, you will also see the rate that will be added to your payment to process your transaction. Please note there are different rates to process credit card payments than there are to process ACH payments. Carefully review these rates to understand the complete amount of your payment before enrolling in autopay. Then, tap "Save"



2:51 LTE

Manage Methods Done

Manage Payment Methods

< Go back

Method: Credit Card

Payment Amount:

☒ Full Amount Due
☐ Specific Amount:

Convenience fees: For credit card transactions, a convenience fee of (Amount) will be charged. This fee will automatically be applied to your payment amount.

I understand that by enabling the selected account for automatic payment that I will be automatically charged by each invoice's due date for the full amount due.

Save

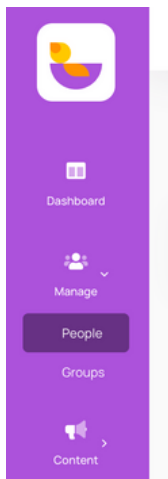
Lastly, verify you have successfully enrolled in autopay by checking for the green "AutoPay" indicator next to your payment source.

How to find previously issued invoices

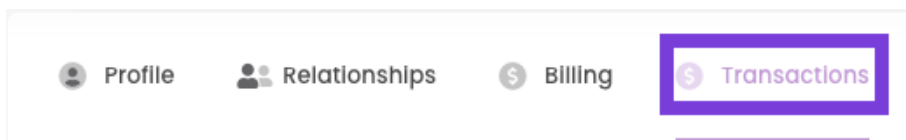
Invoices are issued in accordance with your center's billing plan. If you want to ask for a refund or ask why something was added please reach out to your center directly. If you are looking for a way to view all your payments for something like an FSA or tax statement [read our help article about viewing your payment statement in our Help Center \(educate.lineleader.com\)](#). This article is focused on looking up information about invoices that have already been paid. If you are looking for how to pay a current invoice you can find [a help article](#) there as well.

1. Start by logging into the web version of LineLeader at app.momentpath.com
2. Click Manage on the left side of the screen.

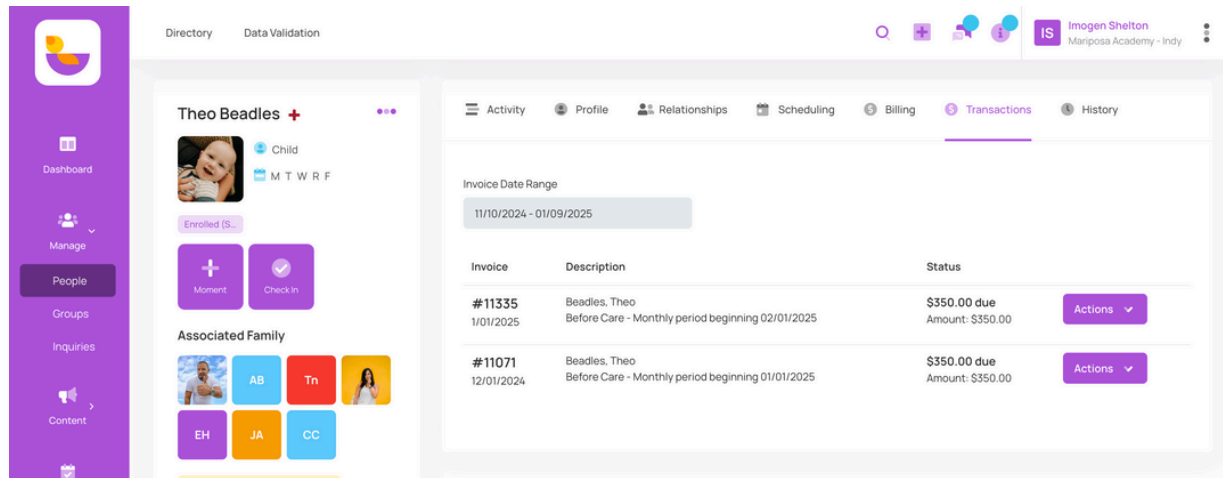
3. Click People



4. Find your name and click it
5. Click Transactions



6. From there you will see a list of invoices that have been issued to you by this center.



7. Click Actions

8. You will have 2 choices.

A. View Receipt- This view will focus on the payment details.

Invoice Number: 5881
Invoice Date: 8/11/2022
Invoice For: Shiner, Andrew
Original Amount: \$240.00

Payment Details:

Payment Amount: \$240.00
Payment Date: 8/11/2022
Paid By: Tom Shiner
Payment Method: Credit Memo

B. Quick View- This view will show you the details of your invoice including any discounts that were included. As a note, this view will not show the payment that was applied.

Invoice Detail

Invoice Number: 5881
Invoice Date: 8/11/2022
Due Date: 8/13/2022

Invoice For: Shiner, Andrew

Invoice Details:

Description	Qty	Price	Amount
Infant Full Time weekly - Weekly period 08/15/2022 - 08/19/2022		\$240.00	
Plan Total:			\$240.00
Invoice Total:			\$240.00

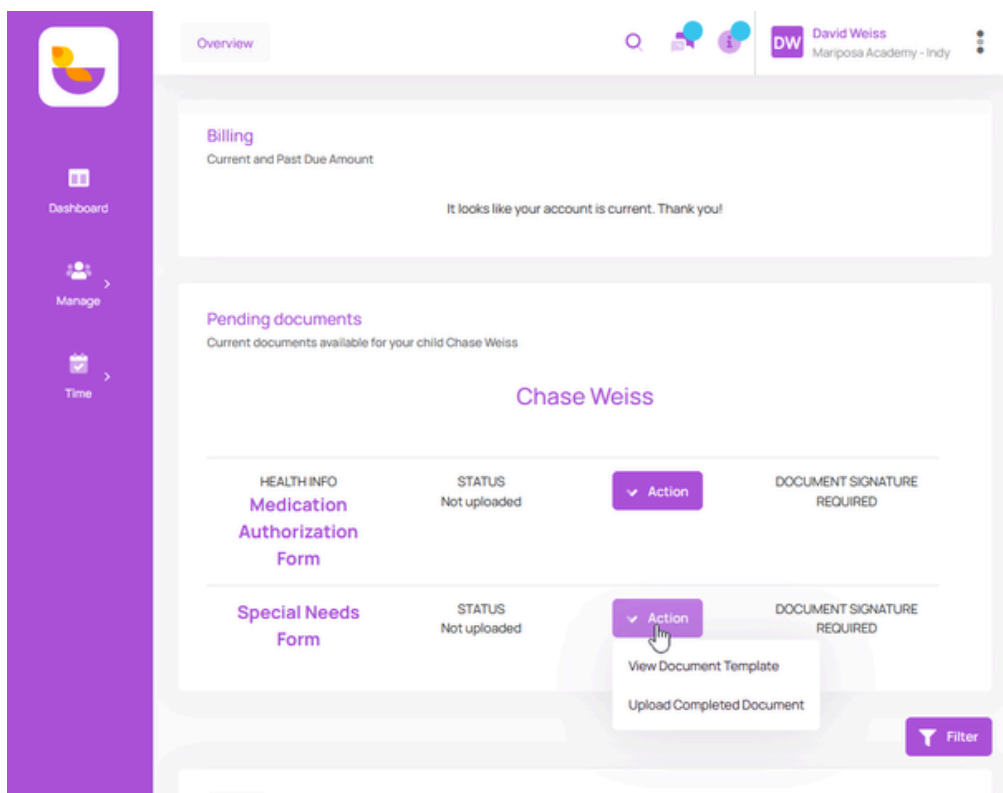
Close

Easily View and Manage Your Child's Pending Documents

Our goal is to make it as easy as possible for you to stay up-to-date on requirements, permission slips, and any other documents related to your child's care. "Pending documents" section on the web and mobile app shows any documents needing review, signature, or submission for your child. For each you will see:

- Child name
- Document name
- Status (Not uploaded, Approved, etc.)
- An Action button option to view (and if desired, download) a document
- An Action button option to upload signed or completed documents

This provides a quick snapshot of open items requiring your input. Once documents are fully processed, they will disappear from the list.



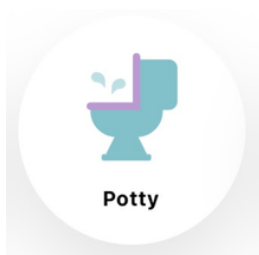
The screenshot displays the LineLeader web interface. On the left is a purple sidebar with navigation icons for Dashboard, Manage, and Time. The main content area has a top navigation bar with 'Overview', search, and user profile (David Weiss, Mariposa Academy - Indy). Below this, a 'Billing' section shows a message: 'It looks like your account is current. Thank you!'. The 'Pending documents' section is titled 'Chase Weiss' and lists two documents:

HEALTH INFO	STATUS	Action	DOCUMENT SIGNATURE
Medication Authorization Form	Not uploaded	✓ Action	REQUIRED
Special Needs Form	Not uploaded	✓ Action	REQUIRED

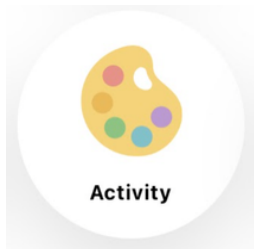
A dropdown menu is open under the 'Action' button for the 'Special Needs Form', showing options: 'View Document Template' and 'Upload Completed Document'. A 'Filter' button is located at the bottom right of the document list.

Your Child's 'Moments'

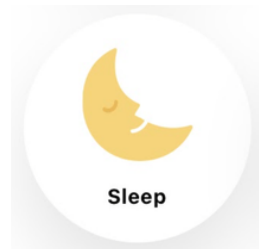
Moments are updates that your child's teacher will share with you about things that happen during their day. Below are the types of Moments you may receive from your child's teacher in the app and in the daily summary.



- Diaper changes
- Trips to the bathroom
- Potty training practice
- Accidents



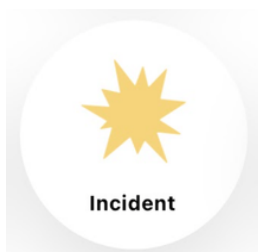
- Activities your child is participating in
- A photo of your child during independent play



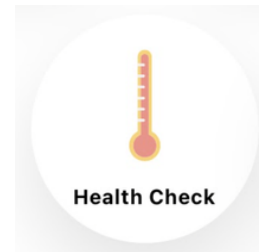
- When your child lays down for a nap
- Whether your child slept, sat quietly, or did not sleep
- When your child woke up from a nap



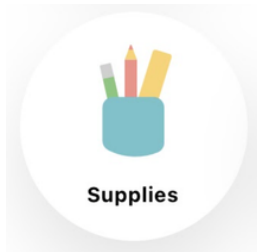
- An update on a pre-planned lesson
- A photo or video of your child participating in their classroom curriculum



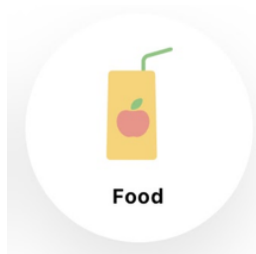
- Injuries incurred by your child
- Applicable bite reports



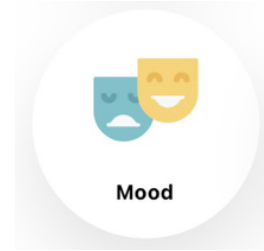
- A health check when your child arrives at the center
- Screening for symptoms of a sickness
- A record of the time when your child may have started feeling sick
- Temperature checks



- Notification that your child needs to bring certain supplies
- Notification that your child is low on a supply



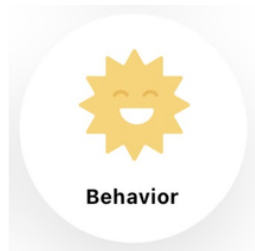
- What time the class ate snack or lunch
- What your child ate and how much of their meal was consumed
- Bottles for infant classrooms



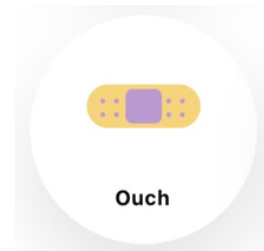
- Update on your child's mood
- How your child is feeling at certain times of the day



- Distribution of medication
- Pre-approved sun screen applications



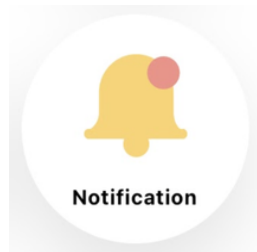
- Your child's ability to follow directions
- Notification if your child struggled with directions
- Notification if your child was rewarded for good behavior



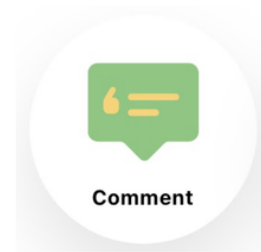
- An accident such as a scraped knee
- Whether the nurse or a doctor was notified
- Update on when it happened and who helped
- Typically, this moment would alert you of small injuries that would not be necessary to log an Incident for



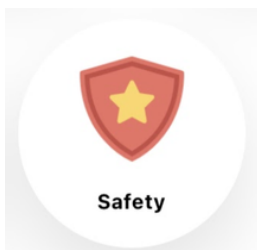
- Symptoms your child is experiencing
- Abnormalities in your child's health
- If additional medical care was requested or provided (such as a call to the school nurse or your child's doctor)



- An urgent message
- If school is canceled or ends early



- A quick note from your child's teacher
- A photo added to your child's timeline
- Information that may not fit in a different Moment type



- Notification that a fire drill or lockdown drill took place
- Any comments pertaining to the drill

Note: All local licensing requirements will be met and Moments are used accordingly (each location will have different moments enabled and available depending).

Saving Photos From the Mobile App

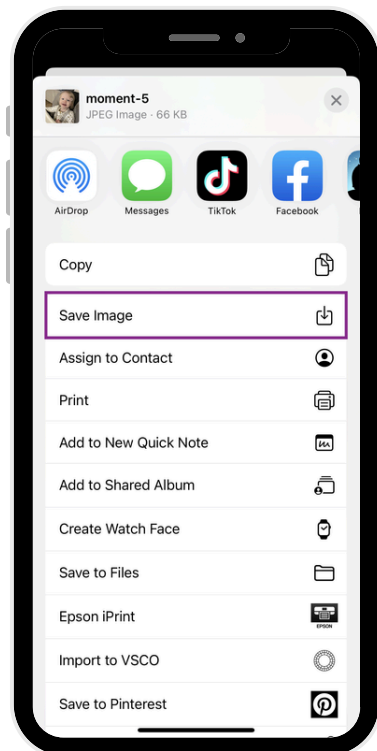
There are two ways to locate photos you may want to save via the app. This guide will walk you through saving photos from via both methods:

Saving photos from the child's timeline

1. From a child's timeline or from the **"Moments"** timeline, locate the photo you'd like to save.
2. Tap the **"Share"** button on the moment

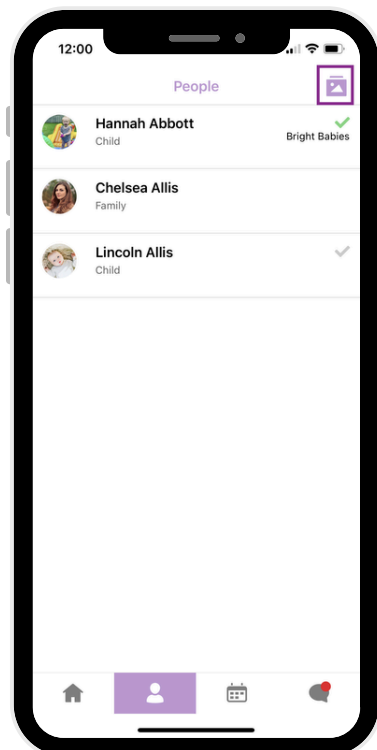


3. Tap "Save Image"



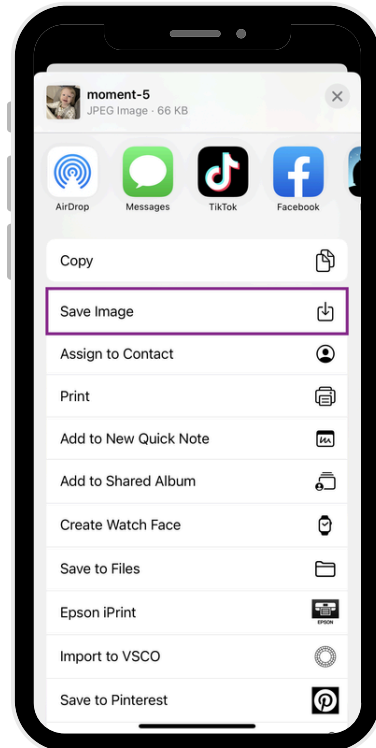
Saving photos from the photo gallery

1. From the "People" page, tap on the photo icon in the upper right hand corner of the screen



2. Locate the photo you want to save, then long press on the image.
 - **Long Press:** Press and hold your finger down for about 2 seconds

3. Tap "Save Image"



Other Resources

[For Parents / Families : FAQs](https://educate.lineleader.com): Find at educate.lineleader.com

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support@lineleader.com