

# KidZone FAQs

## Who can access KidZone?

In a nutshell, families. To be precise:

Kids (infant through Grade 5), adults who brought kids to church and their guests, or FaithKids volunteers.

## How do parents access KidZone?

The process will be quick if you take some time to prepare in advance. Here are the steps:

1. Create a KidCheck account BEFORE Sunday at [www.go.KidCheck.com](http://www.go.KidCheck.com) or via the KidCheck app.  
You can wait to create the account on Sunday morning, but you will likely have to wait in a line to do so. For two parent households, be sure one parent adds the kids to their account and adds the other parent as an authorized guardian.
2. Check the kids in for the first time in person at the KidZone desk using the phone number you used to create the account.  
We recommend doing this during the Saturday Open House. The first time you check them in, you will need to select the kids' classrooms. We will have a list to help. Those classroom locations will be stored. AFTER the first check-in and forevermore, you will have the option to check the kids in using the mobile app, KidCheck.
3. Upon completion of check-in, nametags will print.  
Guardian tags and kid tags with a matching security number will print. If you have one child but still want more than one guardian tag, you can opt to print a second one. A team member can show you how to do so.
4. Once you have your nametags, the KidZone Welcome Team will "buzz you through" to the family lobby.  
You will escort your child to his/her classroom. In the classroom, the kids are our responsibility. In the lobby, the kids are your responsibility.
5. At pick up time, show your KidCheck guardian tag to be "buzzed through" to the lobby.  
Teachers will release kids to anyone who has a guardian tag with a security code matching the one on your child's nametag.

## How do volunteers access KidZone?

You will now officially check-in and print a volunteer nametag. Here are the steps:

1. Create a KidCheck account BEFORE Sunday at [www.KidCheck.com](http://www.KidCheck.com) or via the KidCheck app.  
Please do not wait until Sunday. We need our volunteers ready to roll so we can be available to assist parents. Email [Andrea@FaithLiveItOut.org](mailto:Andrea@FaithLiveItOut.org) to let Andrea know you have an account and what the associated phone number is. She will designate you as a volunteer within the system.
2. Check in for the first time at the KidZone desk, in person using the phone number used to create the account.  
We recommend you do so on Saturday at the Open House. The first time, you will need to select the classroom in which you will serve. We will have a list to help.  
(IF YOU ARE A TEEN HELPER, your parent will need to check you in the first time, in person. Again, it is ideal to do so at the Open House on Saturday.)
3. Check in early on Sunday so that we have room for parents who will be checking in just before services.
4. Upon completion of check-in, your volunteer name badge will print.
5. Show your volunteer name badge and the KidZone Welcome Team will "buzz you through" to the family lobby so you can enter and proceed to your classroom.

## Where is my child's classroom?

We will have a list for you when you arrive.

If you come to the Open House on Saturday, you can see for yourself!

## **What if my grandkids come?**

**Why, that's wonderful! We have options for you:**

If you want to take care of things when you arrive on Sunday, head to the KidZone Welcome desk visitor station. We will check them in as visitors. If the parents of the grandkids are present, it is best if they check them in. If not, you can do so.

If you plan ahead, it will make your Sunday morning a little easier. Ask the parent of those wonderful grandkids to create a KidCheck account and add you as an authorized guardian, using your phone number. Then you should create a KidCheck account of your own. KidCheck will link your account to their account. Then on Sundays, you OR the parent can check in the grandkids...forevermore going forward.

## **What if my child goes to church with another Faith church family?**

**What fun! We are in full support. Here's what to do:**

Add the other parent as an authorized guardian on your KidCheck account. Your child will then appear on their account under "Other Children." They can check in your child as if he or she were their own. It's a beautiful thing! You can add and remove authorized guardians easily within your KidCheck account.

## **What if I want another Faith Church adult to be able to pick up my child?**

**You have a couple of options:**

It is easiest to have the same person check in the child and pick up the child, because the right person will have the guardian tag. Maybe your two families could meet at check-in and hand off responsibility at that point?

Or, you can do a hand-off of the guardian tag at church. In that case, you check in your child and then give the guardian tag to whomever will pick up your kiddo. That being said, even if you plan to hand off a name tag, it is still best practice to officially designate authorized guardians on your account. (See the note above.)

## **What happens if my family has a special guest (like Grandma) with us? Can the guest enter the Family Lobby for drop-off and pickup?**

**Yes! It would be sad to leave Grandma alone in the hallway! Here's what to do:**

Have Grandma (or other guest) enter the family lobby WITH YOU as you show your guardian name tag. The Welcome Team will admit you together. Your guest cannot enter without you, however.

## **Where is the Nursing Mother's room?**

**It is located outside the KidZone, near the elevator.**

Moms and nursing babies only, please. There is a TV so that you can eventually stream the worship service, but that option will not be available until all construction work at Faith is complete.

## **Where is the Resource Room?**

**Enter the family lobby...it is the first room on the right.**

Note that on Sunday mornings between 8:30 and 12:30pm (roughly), you will need a volunteer name badge in order to gain access to the family lobby and Resource Room.

## **Do I REALLY have to pick up my 5<sup>th</sup> grader?**

**OK, OK, OK. The answer is no...we made an exception for you:**

Since 5<sup>th</sup> grade only meets during 1<sup>st</sup>Service, the teacher will release the 5<sup>th</sup> graders after their class is over or after choir practice. The 5<sup>th</sup> graders can then go find their parents to go to 2<sup>nd</sup> service.