

If you have any problems with the use of the Parent App or with the log in,
please contact us by filling out the parent inquiry form.

Parent Inquiry Form

*Since we need to check the device information and app settings, we ask that the parents contact us directly.



Parent Inquiry Form

<https://bit.ly/36rAQ5D>



Frequently Asked Questions about the Parent App

Here are the answers to some of the most frequently asked questions we received about the Parent App.
Please use the QR code or URL for details.

Q. I don't know how to register for the Parent App.

To register for the Parent App, you will need to register your e-mail address. You will also need to prepare your child's ID and password, which will be issued by the facility.



<https://bit.ly/3RJAMED>

Q. I don't know how to register grandparents.

Only Mom and Dad can register with the "Child's ID" and "Password" issued by the facility. Therefore, an invitation to the App is required from either Mom or Dad.



<https://bit.ly/3TL9hvY>

Q. I cannot log in to the Parent App.

It is possible that there is a mistake in the ID (e-mail address) or the password you have entered. The credential information is case sensitive.



<https://bit.ly/3ehPTX5>

Q. I lost my registered password.

If you have lost your password, it can be reissued. You will then be able to log in with the new password.



<https://bit.ly/3D0hoPm>

Q. I don't know how to add more than one facility for my child.

If you wish to add a facility for your child, you will need the "Child's ID" and "Password" forms provided by the facility you wish to add.



<https://bit.ly/3cQxi43>

Q. I don't know how to add a sibling.

If you wish to add a sibling of an already registered child, you will need the "Child's ID" and "Password" forms provided by the facility you wish to add.



<https://bit.ly/3cPniZ5>