



**Q. Where can I download the SSP App?**

- A. iPhone - <https://apps.apple.com/us/app/secure-student-pickup/id1191041742>
- A. Android - <https://play.google.com/store/apps/details?id=sspandroidclient.sspandroidclient>
- A. Search for 'SSP Holtz' on the App store or Google Play store

**Q. What is my username?**

- A. If you have an SSP card, it is the number printed on the card. Example: 6-500
- A. If you cannot find your SSP card, open the SSP app and click on the 'Register' button. When you fill out your mobile phone number and email address, your username will be emailed to you along with a temporary password.

**\*Each person must have their own username. Usernames cannot be shared by multiple people.**

**Q. When trying to register, why do I get the message - "Not Found - No match found or you have already registered."**

- A. This means the school does not have your correct mobile phone and/or email address on file. Please contact the school to verify your information.

**Q. Why am I not receiving any emails from SSP?**

- A. Sometimes email providers mark legitimate emails as spam or block them altogether. If you add a new contact into your email account with the email address of [email@securestudentpickup.com](mailto:email@securestudentpickup.com), it should allow you to receive our emails. If you still are unable to receive email from this address, please contact your email provider and ask them to allow these emails through.

**Q. When trying to log in it says 'Incorrect username or password'. How can I login?**

- A. Make sure you are entering the exact username and password.
- A. Temporary passwords that you receive via email expire after 24 hours. If it has been longer than 24 hours, you will need to click on the 'Forgot my password' link below the Login button to receive a new temporary password.

**Q. Do I still need an SSP card? Do I need an SSP card to get my username?**

- A. No. Cards are no longer used to pick up your students. Instead, you will use the SSP app. An SSP card is not required to obtain your username. Use the 'Register' button on the app to be emailed your username.

**Q. How can I grant other people permission to pick up my students?**

- A. Use the Authorization screen on the SSP app to authorize both new users and other school parents to pickup your students.