

Frequently Asked Questions and Answers

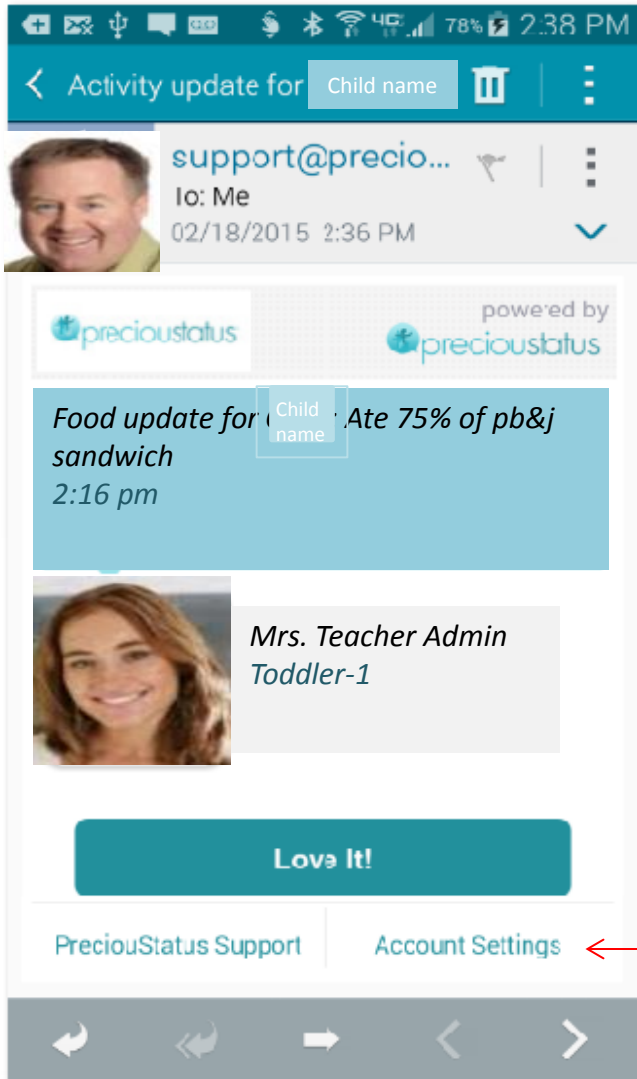
1. Why should I download the Precioustatus FREE Parent App?

If you are new to PreciouStatus or are already receiving and enjoying the PreciouStatus updates and photos of your loved ones on email, to get more features and a better experience, download the FREE parent app for your Apple or Android phone or tablet. Secure, private, and award-winning, the PreciouStatus parent app is truly the most enjoyable way to receive updates on your loved-ones.



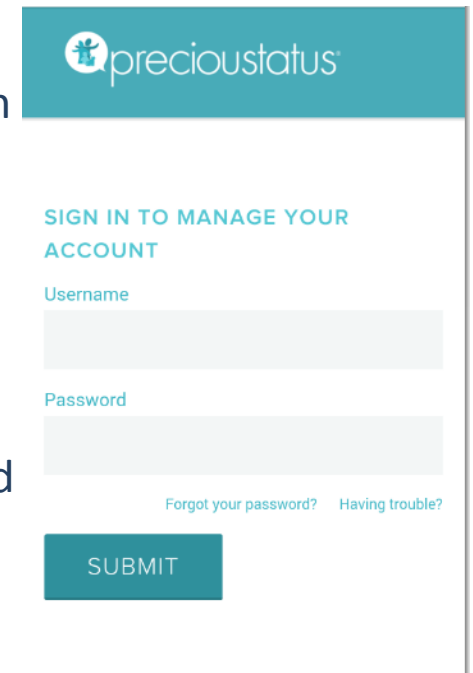
2. How do I download the Precioustatus FREE Parent App?

Please follow these simple steps to download the app:

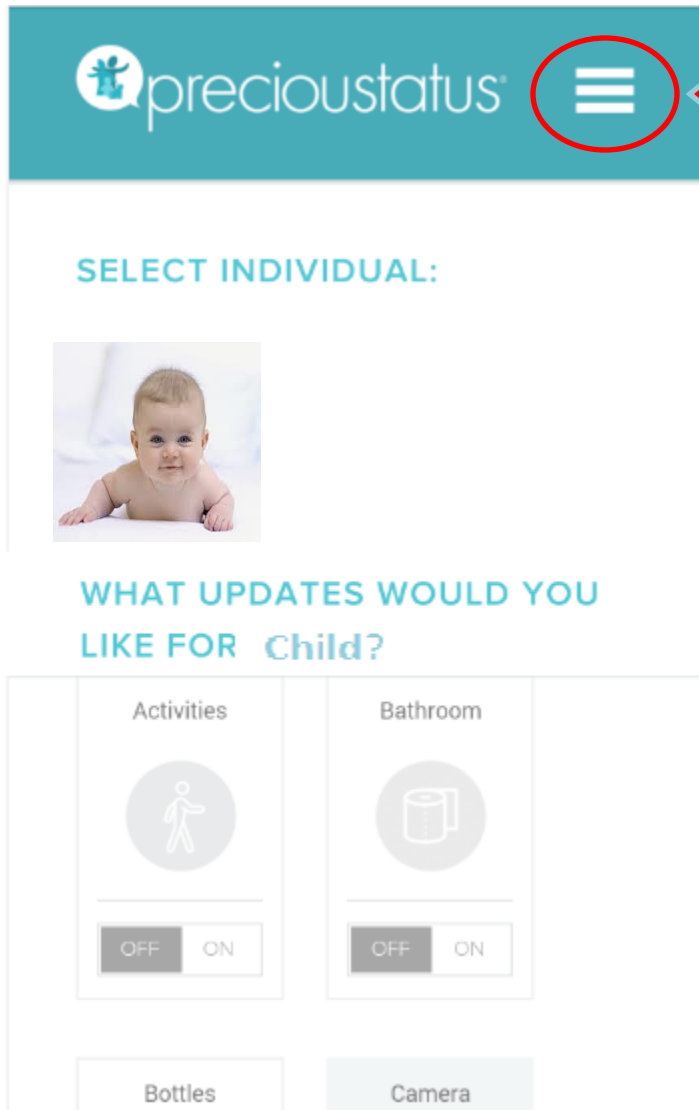


Step 1: On your Android or Apple device open one of the status update emails and select “Account Settings” on the bottom right hand side of the email.

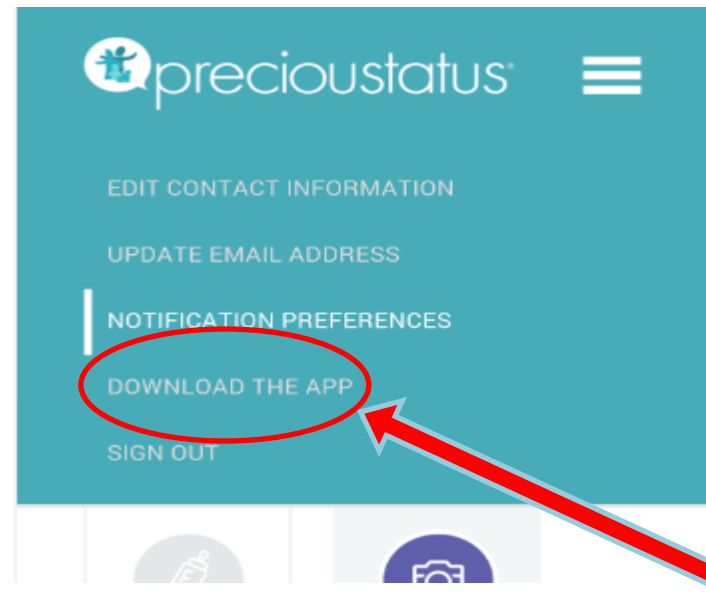
You will be taken to a page where you can sign in, or create a username/password if you have not done so in the past.



Enter the username/password and click SUBMIT



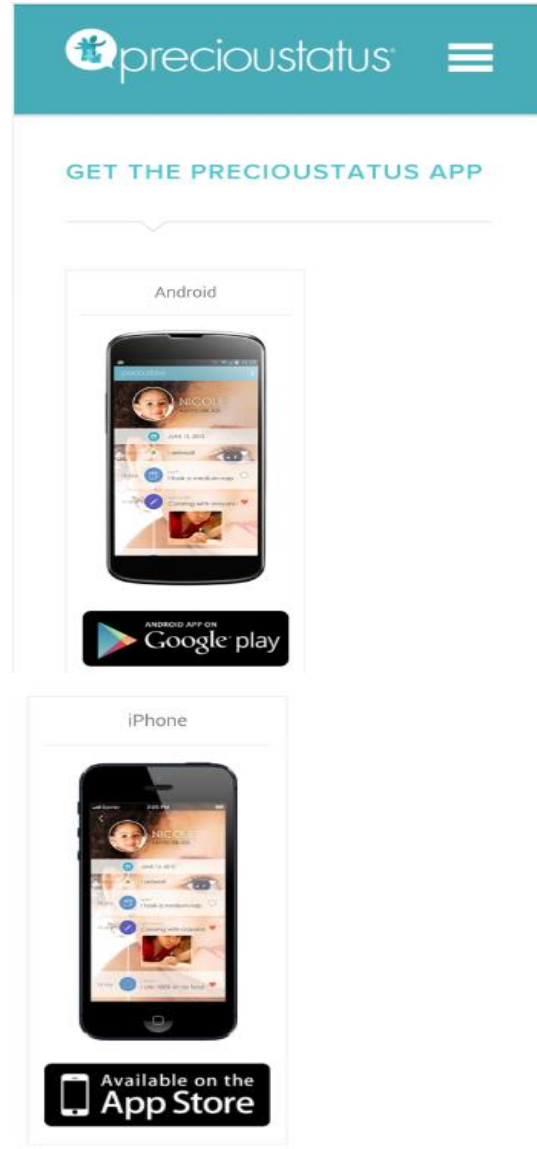
Step 2: Once signed in, on the next screen, touch the “settings symbol” to the right of the PreciouStatus logo. A drop-down menu appears:



On the drop-down menu, select “DOWNLOAD THE APP”.

On the next page select the appropriate app for your Apple or Android device and you will be taken to the Apple App Store or Google Play Store . Download the parent app, open, and sign in.

Once signed in, you can view and enjoy all the activities and photos of your loved-one conveniently and securely on the PreciouStatus parent app.

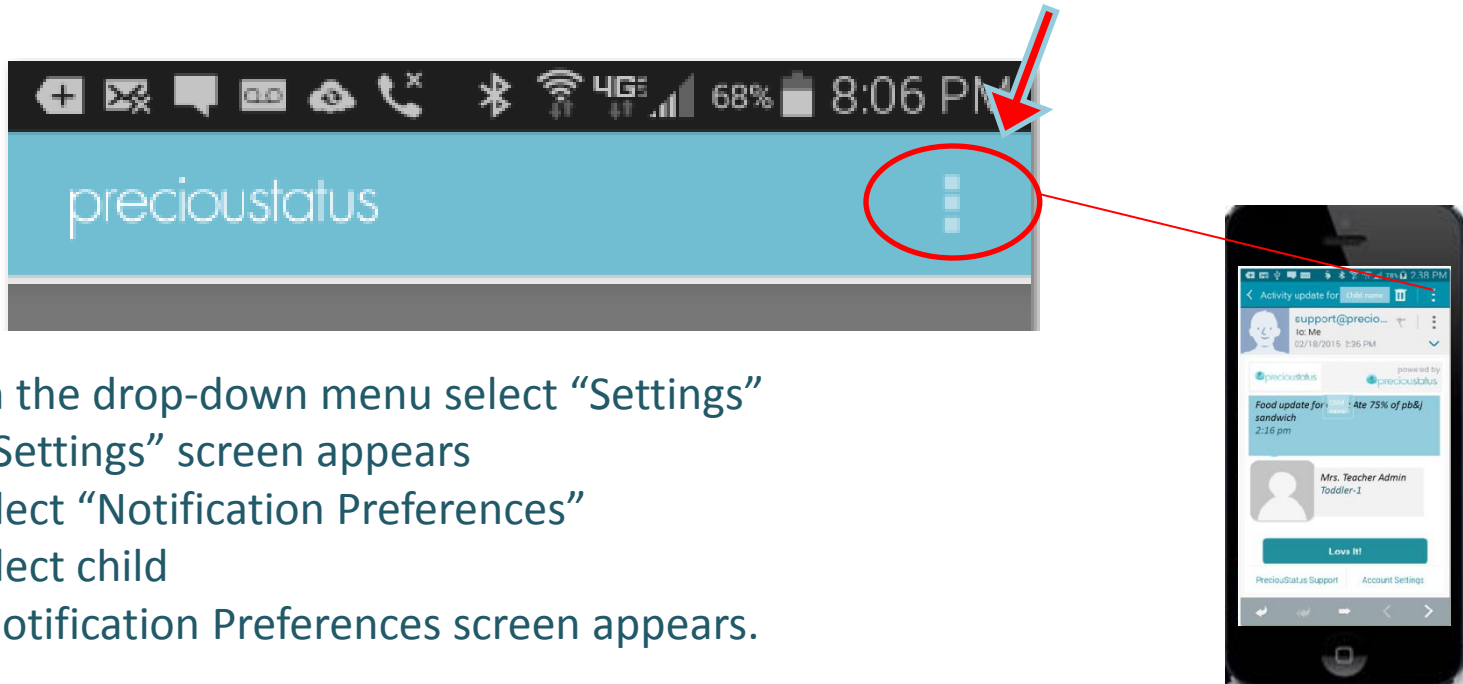


The screenshot shows the Precioustatus app landing page. At the top, there is a teal header with the Precioustatus logo and a hamburger menu icon. Below the header, the text "GET THE PRECIOUSTATUS APP" is displayed. The page is divided into two sections: "Android" and "iPhone". Each section features a smartphone displaying the app's interface, which includes a profile picture, a name "NICOLE", a date "JUNE 15, 2017", and several activity items. Below the Android phone is a "Google play" badge, and below the iPhone phone is an "Available on the App Store" badge.

3. I have downloaded the app and enjoying the updates, do I still have to keep getting the email updates?

No, you can disable the emails and only get the updates on the app. All you need to do is:

- Launch the app
- At the top, on the upper right hand side, select the “settings” symbol



- On the drop-down menu select “Settings”
- The “Settings” screen appears
- Select “Notification Preferences”
 - Select child
- The Notification Preferences screen appears.

- At the top under “Email” select “Daily Digest”.
 - Select “SAVE”

You’ll now get just one email at the end of the day containing all the day’s activity.

Make sure under “Push Notifications” , “Notifications” is set to “ON”, so you continue to get real-time updates on the app.

4. Do I have to get every update, or can I choose which updates I want to get?

You can absolutely choose which updates you get.

- On the same screen as **#3** above, scroll down, set any category you do not wish to get updates for, to “OFF”.
- Once you have made all your selections, select “SAVE” at the bottom of the screen.



5. Can I add additional family members to receive the updates on my child (i.e. grandmother, grandfather, aunts, uncles)?

Yes, all you need to do is to notify your school or center and provide their info so that they could be added.

6. What does the “Love it” button mean?

The “Love it” button or the “heart” on the Parent App is a tool used to show the teacher that you love that specific update. It is a way to give kudos back to the teacher or healthcare provider for his/her great work. The school/center tracks the “love its” and decides on appropriate rewards for the top teachers.



7. How do I save the photos on the Precioustatus parent app?

- Launch the app
- Touch a photo update once to enlarge it
- Put your finger on the enlarged photo and hold down
- On the pop-up screen click “ok” to save the photo

Photo is now saved to your smartphone gallery.

8. How do I share my photos?

- Launch the app
- Touch a photo update once to enlarge it
- Below the enlarged photo look for the “share” symbol and tap once to open the “share photo” screen where you can choose the social media of your choice, type a short message if desired, and post.



It's that easy, your social network can now enjoy any photo you choose to share!

9. Who do I contact with questions?

Please contact your center for questions about the updates. If you have technical questions specific to PreciouStatus you may also contact us at support@precioustatus.com or call 888-959-8982.

10. Is PreciouStatus available in other schools and centers?

Yes, PreciouStatus is deployed across the United States and in many other countries. We are in Childcare, K-12, Healthcare, Eldercare, Military, and Pet hospitals and kennels.

PreciouStatus engages the family, gives loved ones peace of mind, and makes caregivers' administrative tasks **SUBSTANTIALLY** easier and less time-consuming, so that they can focus on what they do best, care for your loved ones!

Thank you!

