



Frequently Asked Questions

A safe haven for every child.

Child check-in for worship centers, schools, daycares, and camps.

gethavyn.app/faq



Getting started

What is Havyn?

Havyn is a child check-in app for worship centers, schools, daycares, and camps. Here's the simple version: when a child is dropped off, they're checked in with a one-time code — and from that moment, they can only be collected by an adult the parent or guardian has approved. No one else. Parents are notified the instant their child is checked in, and again when they're picked up, so they always know their child is exactly where they should be. Want to see it in action? Here's [how it works for families](#) and [how it works for organizations](#).

Who is Havyn for?

Havyn is built for two groups who work together. **Families** — parents and guardians who want the peace of mind that their child is safe and will only leave with someone they trust. And **organizations** — the worship centers, schools, daycares, and camps that care for those children and need a calm, reliable way to know who's in the building and who's allowed to collect each child. Children themselves are looked after within their family, so a parent or guardian always manages a child's check-ins.

Who counts as a "guardian" versus a "worker" versus an "admin"?

- A **parent or guardian** belongs to a family and manages that family's children.
- A **worker** (staff or volunteer) helps an organization run check-in.
- An **administrator** sets up and manages an organization.

One person can be all three in different contexts — for example, a mum who is also a check-in volunteer at her church and an administrator for a small daycare. Havyn keeps those roles separate but lets you move between them from a single account.

Do we need any special equipment?

Not a thing. There are no scanners to buy, no badges to print, and no hardware to install. Everyone uses a phone: parents and guardians use the Havyn app, and organizations run their check-in desk from a phone or tablet. If you can install an app, you can run Havyn. [Get the app](#).

Is Havyn only for churches?

Not at all. Many worship centers use Havyn for their children's programs, but it works just as well for schools, creches and daycares, and camps — anywhere children are dropped off and need to be safely accounted for and handed back to the right person. Havyn even adapts its wording to your setting: schools see "campus," daycares see "location," worship centers see "branch."

How do we get started?

It takes minutes. An organization creates its space in Havyn and gets a unique join code (and a QR code) to share with its families. Parents and guardians download the app, join with that code, and add their children. From there, you're ready to check children in and out. Step by step: [how it works for organizations](#) and [how it works for families](#).



For families

How do I add my child?

Once you've joined your organization in the app, adding a child is quick and deliberately simple. You'll enter their **first name, last name, date of birth, and whether they're a boy or a girl** — that's all it takes to get started. To save you typing, the last name is pre-filled with your own (easy to change if your child's surname is different). Allergies, medical conditions, and emergency-care details aren't required

How does drop-off work?

When you arrive, your app shows a single-use check-in code. You show it to the worker at the door, they confirm it, and your child is checked in — no paper sign-in sheets, no queuing to write names down. It's meant to take seconds. See the full flow in [how it works for families](#).

How does pickup work? Can just anyone collect my child?

No — and this is the heart of what Havyn does. Your child can only be collected by you, or by an adult you've specifically approved. When they're picked up, the child is checked out and you're notified, and the organization keeps a clear record of exactly who collected your child and when. Need someone else to do the pickup? You can approve them in advance — see [delegated pickup & drop-off](#).

Can both parents (or other guardians) manage the same child?

Yes. A family in Havyn can have more than one guardian, so both parents — or a parent and another trusted guardian — can each add children, check them in and out, and approve pickups. Everyone in the family stays on the same page.

Can I add a co-parent to my family?

Yes. You can link a co-parent to your family so you're both fully in the loop — either of you can add children, check them in and out, approve pickups, and receive notifications. It's built for how families actually share the load.

What if I add the same child twice by mistake?

Havyn gently prevents duplicates. If a child with the same name and date of birth is already in your family, it won't create a second copy — so you never end up with two of the same child on your roster.

Can my family belong to more than one organization?

Yes. If your children attend more than one place — a school during the week and a worship program on the weekend, say — your family can join all of them. You manage each child's check-ins for whichever organization you're at, all from the same app, without juggling separate accounts.

Can I be a parent in one place and a helper in another?

Yes — Havyn understands that people wear more than one hat. The same account can be a parent in your family, a volunteer or worker helping run check-in at your worship center, and an administrator somewhere else, all at once. You switch between those roles in the app; you don't need separate logins for each.



For organizations

How do we set up Havyn for our organization?

When you register, Havyn creates your organization, your first location, and your founding administrator — all in one step — and gives you a short join code and a QR code to share with families. You choose your type (worship center, school, daycare, or other), and Havyn tailors its language to match. See the full walkthrough in [how it works for organizations](#).

How do families join us?

You share your organization's join code or QR code. Families enter it in the Havyn app, and they're connected to you — ready to add their children and check them in. No manual account creation on your side.

How does a check-in "session" work?

When your program starts, an administrator opens a session — think of it as opening the doors. While a session is open, families can check their children in and out. When the program ends, you close the session. If closing time passes and a child still hasn't been collected, Havyn flags the session as overdue and alerts both the organization and the child's parent, so no child is ever left unaccounted for.

Can we see who's currently in our care?

Yes. Your live roster shows every child who's checked in right now, across your families — with important flags like allergies clearly marked. You can search by child, family, or parent at any time.

Can we have more than one location or campus?

Yes. An organization can run more than one location (called a campus, branch, or site depending on your type), each with its own sessions and check-in.

Can we invite workers and volunteers to help?

Absolutely — and you should. Running check-in shouldn't rest on one person. You can invite team members (staff or volunteers) to help run sessions and check children in and out, so the load is shared and your desk is never stuck waiting on a single phone.

Can one person help across more than one of our locations, or more than one organization?

Yes. A person can hold different roles in different places — a volunteer at one campus, an administrator at another, a parent in their own family — all from one account, switching between them as needed.

What does it cost us?

Havyn is free to start, and organizations can move to a paid plan as they grow and need more. Families always use Havyn free. See current plans on the [pricing page](#).

What do the different plans include?

Havyn is free to start, and paid plans unlock more as you grow — things like richer reporting and attendance analytics, safeguarding tools, priority alerts, a live check-in board, announcements to your families, and photo-at-pickup records, depending on the tier. Because plan details can change, the current breakdown of what each tier includes lives on the [pricing page](#), always up to date.

Delegated pickup & drop-off

What is a delegated pickup?

Sometimes you can't do the pickup yourself — a grandparent, a family friend, or a driver is collecting your child instead. A delegated pickup lets you authorize that specific person, once, for that specific purpose, without handing over your own account or compromising your child's safety.

How does a delegated pickup actually get approved?

You set it up in advance, and there are two safe ways it can be completed — so a pickup is never blocked just because you're busy.

When you create a delegation, Havyn gives you a **code** for the delegate (the person collecting) and a **PIN** that only you can see. You share that PIN with the delegate yourself, directly and privately. At the door, the handover can be released in either of two ways:

- **You approve it live.** When the delegate arrives, the request can pop up in your app for you to approve or decline on the spot — a real-time yes from you.

- **Or the PIN clears it, even if you're unreachable.** If you can't get to your phone, the delegate simply provides the PIN you gave them, and the worker uses it to release your child. No live approval needed.

Either way, the delegate needs what only you could have given them (the code and, for the PIN path, the PIN), so a stray code alone is never enough. And whichever path is used, you're notified when the pickup happens, and the organization records exactly who collected your child and when.

What if I want to approve every pickup myself?

You can. When the delegate arrives, the approval request can be sent to you to approve or decline in the moment. The PIN is there as a backup for the times you simply can't be reached — so your child is never stranded, but a handover is never anonymous either.

Can I delegate a drop-off too, not just pickup?

Yes. A delegation can be for either a drop-off (check-in) or a collection (check-out) — you choose which when you create it.

Is a delegation reusable?

No — each delegation is single-use and temporary, for one specific drop-off or pickup. That's deliberate: it keeps every handover intentional and traceable.

What if my plans change?

You can cancel a delegation at any time before it's used. Once cancelled, that code and PIN no longer work.

Will I know when my delegate collects my child?

Yes. Just like a normal pickup, you're notified when the collection happens, and the organization has a record of exactly who collected your child and when.



Notifications & safety

What will Havyn notify me about?

As a parent or guardian, Havyn tells you the moment your child is **checked in**, the moment they're **checked out**, and — importantly — if your child **hasn't been collected** after a session's closing time has passed. Those overdue alerts repeat until the situation is resolved, so a late pickup never slips through the cracks.

What happens if a child isn't picked up on time?

When a session's closing time passes and a child is still checked in, Havyn marks the session overdue and alerts both the parent and the organization. The reminders continue until the child is collected — and stop automatically the moment they are. It's a safety net that makes sure no child is ever forgotten.

How does Havyn stop the wrong person collecting a child?

In two ways. First, only a parent, a guardian, or someone the parent has specifically delegated can collect a child. Second, delegated pickups require both a code and a private PIN shared by the parent — see [delegated pickup & drop-off](#). And every check-out is recorded, so there's always a clear answer to "who collected this child, and when."

Does a photo get taken at pickup?

On the plans that include it, yes — Havyn can capture a photo of the person collecting each child at the moment of release, adding an extra layer of accountability to every handover. See what's included on each plan on the [pricing page](#).

Can our organization see safeguarding insights?

On the plans that include safeguarding and analytics, Havyn surfaces attendance patterns and safeguarding insights drawn from real check-in and collection activity — so leaders can spot what needs attention. Details by tier are on the [pricing page](#).

Does Havyn keep a record of check-ins and pickups?

Yes. Every check-in and check-out is logged, giving both families and organizations a clear, trustworthy history.



Pricing

How much does Havyn cost?

Havyn is free to start. Organizations can move to a paid plan as they grow and need more capacity or features. Parents and guardians always use Havyn free. For current plans and what's included, see the [pricing page](#).

Do parents pay anything?

No. Families use Havyn free — checking children in and out, approving pickups, and receiving notifications all come at no cost to parents and guardians.

Can we try it before committing?

Yes — because Havyn is free to start, your organization can set up and run real check-ins before ever choosing a paid plan. See the [pricing page](#) for details.



Privacy & data

Who can see my child's information?

Only the people who need to: you and the guardians in your family, and the organization your child is checked in with. Havyn shares just what's needed to check your child in and out safely — nothing more.

Is sensitive information like the pickup PIN stored safely?

Yes. A delegation's PIN is never stored in a readable form — only a secured, hashed version is kept, and the plain PIN is shown to you only once, at the moment you create the delegation. Havyn is built so that sensitive details stay protected.

Do you share our data with advertisers?

No. Havyn is a child-safety tool, not an advertising product.



Troubleshooting

I'm not receiving notifications — what should I check?

Make sure you've allowed notifications for Havyn in your phone's settings, and that you're signed in. If check-ins are happening but alerts aren't arriving, opening the app will always show your child's current status and history.

My child's screen isn't updating live.

Havyn updates in real time as things happen. If a screen looks out of date, a quick pull-to-refresh will bring it current — but in normal use, check-ins, pickups, and approvals appear on their own.

I joined the wrong organization / entered the wrong code.

No harm done — you can leave an organization and join the correct one with the right code. If you need a hand, see the [help page](#).

I still have a question.

We're happy to help. Head to the [help page](#) and reach out — we'd love to hear from you.

Ready to get started? [Get the app](#) · [See pricing](#)