Well Played: Tahoe-Truckee Unified School District Improves Reliability & Reduces IT Burden *with* Visitu, A Pikmykid Brand

Tahoe-Truckee Unified School District TRUCKEE, CA

The Glitch

A VISITOR SYSTEM REQUIRES CONSTANT IT INTERVENTION

Tahoe-Truckee Unified School District serves 12 schools across mountain communities of North Lake Tahoe and Truckee, with some campuses sprawled 30 minutes apart from each other. The district's technology team of 10 supports every site, using a "jack-of-all-trades" approach to keep systems running efficiently across this geographic expanse.

For years, the district relied on a Windows-based visitor management system. While functional in theory, it required ongoing troubleshooting to stay operational.

The tech team regularly dealt with Windows machine updates, driver errors, and kiosk failures that prevented visitors from signing in altogether. These recurring issues generated frequent service calls from school sites, consuming significant IT time and slowing down daily operations.

After several years of persistent maintenance needs, the district decided it was time for a more reliable, less labor-intensive solution.

Main Menu

THE VISITU ADVANTAGE

To identify the right replacement, Tahoe-Truckee evaluated three visitor management vendors, using the district's standard comparison process. Visitu stood out primarily due to its

responsiveness and access to real people behind the product, including the founder and director. This gave the district confidence that challenges would be addressed quickly, without getting lost in a large vendor support system.

The district rolled out two pilot sites and, after observing successful performance and staff comfort with the system, they expanded Visitu to ten additonal campuses at the start of the following school year.
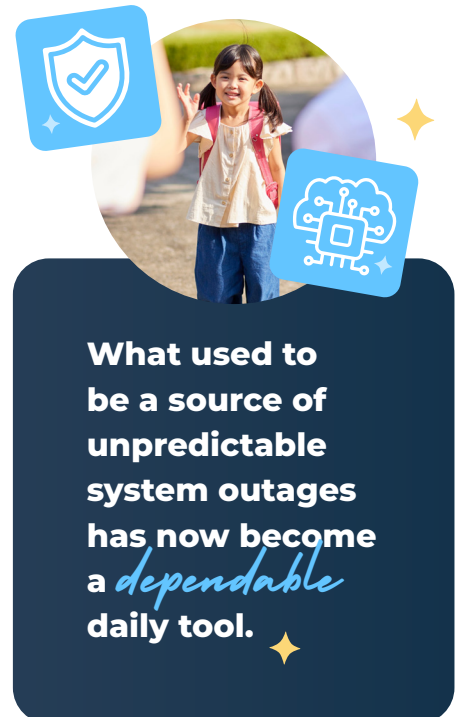
Features

SIMPLIFIED EQUIPMENT STRENGTHENS RELIABILITY

One of the clearest benefits came from Visitu's streamlined hardware setup. Instead of maintaining full Windows kiosks with multiple configurable components, each site now uses:

- An iPad
- A Charging Stand
- A Printer

This dramatically reduced points of failure, setup time, and ongoing maintenance needs. Staff now scan their existing ID badges using the built-in barcode functionality, and the technology team updates staff data monthly via HR file imports. Visitors primarily sign in using kiosk mode, which keeps the process consistent across all schools.

What used to be a source of unpredictable system outages has now become a *dependable* daily tool.

UX | User Experience

INITIAL UNCERTAINTY UPGRADES TO CONSISTENT CONFIDENCE

Understandably, district office staff initially approached the new system cautiously, having grown accustomed to the frequent glitches of the old one. However, Visitu's training and onboarding support helped build confidence, and staff quickly recognized the reliability of the new system.

Now, visitors and contractors no longer encounter "the system's down today" situations. Instead, the Visitu dashboard allows staff to look up visitors, approve entries, and monitor activity instantly, simplifying workflows that once required multiple steps and tech support intervention.

Good Game

SAFETY & ACCOUNTABILITY IN ACTION

Visitu also strengthened the district's ability to monitor, flag, and track visitor activity in real time. For example:

- Email alerts automatically notify principals and assistant principals when a flagged visitor signs in.

- If a technology vendor checks in, the IT team receives an alert, enabling faster coordination.
- The system is used during emergency drills to provide a quick picture of who is on campus and who still needs to be accounted for.

One continuation school student who regularly signs in as a "tech vendor" even became a daily running joke among the IT team, a sign of how seamlessly the alerts have been adopted into everyday operations.

The Solution

LEVELING UP WITH PIKMYKID

Since Visitu became part of Pikmykid, Tahoe-Truckee reports that the experience has remained consistent and stable. Communication about the transition was clear, support quality did not change, and aside from a brief support portal access adjustment, operations continued uninterrupted. Even the app logo update was seamless for users.

The district has emphasized that the quality and reliability of support remained strong throughout the transition, which reinforced their trust in the platform.

XP

HOW OTHER DISTRICTS CAN ACCESS THESE ADVANTAGES

Tahoe-Truckee encouraging schools and districts evaluating visitor management options to prioritize ease of use and not just for visitors, but for office staff and the IT team supporting them.

Key considerations they recommend include:

- Choose systems with fewer moving parts to minimize maintenance.
- Ensure training and onboarding are clear and thorough.
- Evaluate dashboard usability, especially for fast-paced front office environments.
- Test real-world visitor workflows, not just vendor demos.

Tahoe-Truckee now knows firsthand that selecting a reliable, simple, and well-supported system ultimately saves time, reduces frustration, and improves school safety.

Unlock the **Next Level** of school safety and security by using this QR code to **Schedule Your Pikmykid Demo Today/**