

# DURHAM BUS TRACKER

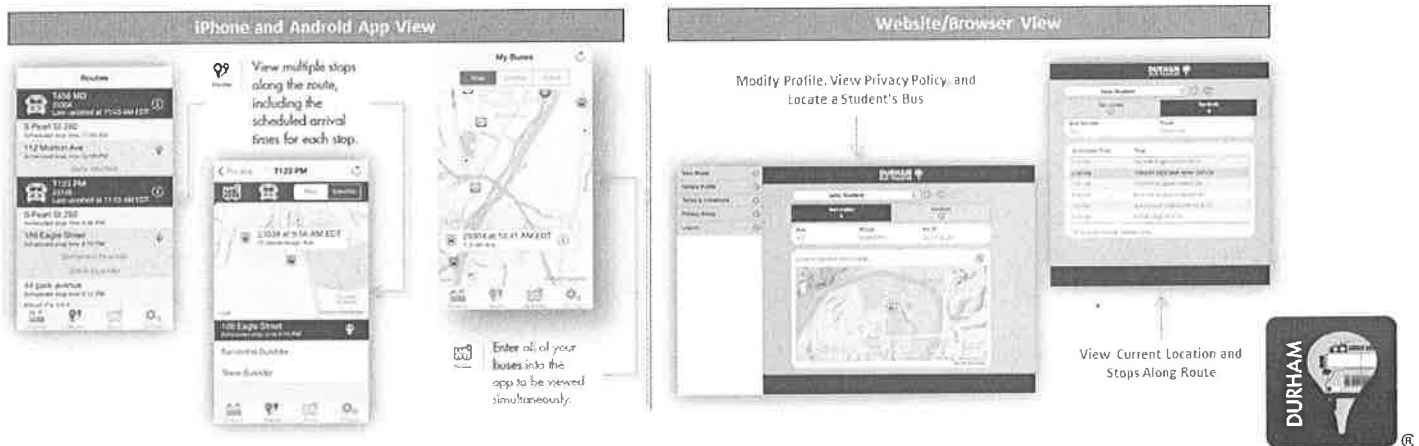


## Getting Started, FAQ & Troubleshooting for Parents/Guardians

### Getting Started and FAQ

#### 1. What is Durham Bus Tracker (DBT)?

Durham Bus Tracker is an application (app) developed to help improve communication with families. This app will securely allow parents/guardians to view the location of their child(ren)'s bus in relation to their assigned bus stop as well as provide information about their routes, in near real-time, including the scheduled arrival time of each stop. The application is user friendly and available at no additional charge (mobile carrier data charges may still apply).



#### 2. How does DBT work?

DBT works with the GPS technology currently installed on the Durham buses. More specifically, DBT reads the GPS signals of the bus in motion to provide you with the location of the bus while in route. The relayed GPS data is then pushed through a routing system and then to you via the DBT app in near real-time.

#### 3. How much does DBT cost?

The service is free of charge to parents/guardians and provided at no additional cost to the school districts serviced by Durham School Services. Please note, associated data charges from cell phone carriers may still apply and are the responsibility of the parents/guardians.

#### 4. Is DBT secure?

The DBT app is set up so security information (username and password, along with individual student name(s) and student ID number(s) and the location) must be provided before the bus location can be viewed. This helps to ensure that only parents and guardians of students assigned to specific bus route(s) are able to view the location of their student's bus.

#### 5. Do we have to use DBT?

No, DBT is voluntary.

#### 6. What platforms does DBT run on?

DBT currently runs on Apple (iOS), Google (Android) and in a Standard Web Browser such as Internet Explorer, Chrome or Firefox.

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### 7. Is DBT going to track my child(ren)?

No, the app only tracks the actual school bus and not the individual children on the buses.

### 8. If I have more than one child, can I view all of them on DBT?

Yes, you can view all of your children's buses simultaneously from one device.

### 9. Is the data real-time?

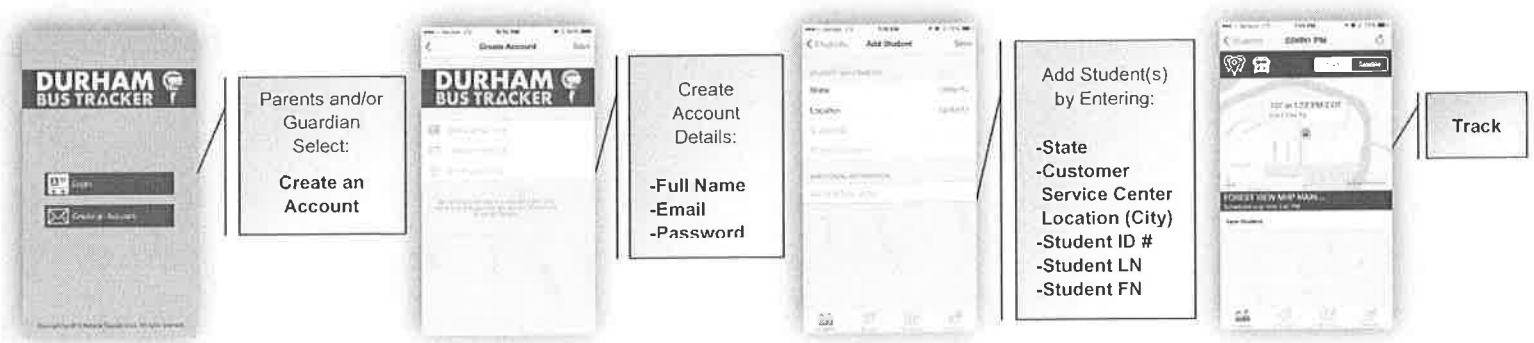
DBT displays the location of the bus as accurately as possible. Based on some technology limitations such as cellular signal and other factors, a 15 second to two minute delay can occur. While rare, in extreme cases where no cell service is available, there could be greater than a two-minute delay. In most situations, the location of the bus will be accurate to 8 – 25 seconds.

### 10. Will DBT send notifications when a bus is running late?

No, the app does not send notifications at this time. However, Durham School Services is currently in its final phase of tests to rollout this feature in the very near future.

### 11. How do I setup DBT?

The DBT application setup is very simple. First, you, as parents/guardians, download the app from the Apple App Store, Google Play Store or view it on a Web Browser. Next, you create a **secure** Username and Password for the application. Lastly, you enter the student's name, school issued ID number, city customer service center is located and state and start tracking the bus(es).



### 12. How does the DBT work when my child is on a substitute bus?

If Durham School Services sends a substitute bus rather than the assigned bus on a route, it will do its best to work through the system changes as quickly as possible. However, there may be a delay in updating.

### 13. Whom do I call for technical support, questions, comments or feedback?

Please contact us at [dbt@durhamschoolservices.com](mailto:dbt@durhamschoolservices.com).

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## Getting Started, FAQ & Troubleshooting for Parents/Guardians

### Troubleshooting

#### 1. Trouble signing in?

If you have forgotten your password, please click here and enter your email address and we will send you instructions on how to reset your password.

If you have forgotten your username, enter the email address associated with your account.

Still having issues? Please contact us at [dbt@durhamschoolservices.com](mailto:dbt@durhamschoolservices.com).

#### 2. Page not appearing correctly?

DBT works on most modern web browsers such as Google Chrome, Internet Explorer, and Firefox. If it appears as though this site is not displaying correctly, try refreshing the browser or using another web browser.

Still having issues? Please contact us at [dbt@durhamschoolservices.com](mailto:dbt@durhamschoolservices.com).

#### 3. Bus appearing somewhere it is definitely not?

DBT uses global positioning systems (GPS) that are onboard our school buses. If this happens, please contact us at [dbt@durhamschoolservices.com](mailto:dbt@durhamschoolservices.com). Please note, there are currently a few drawbacks to the system and we are working with the developer to address these issues. For example, if a bus is removed from service for maintenance and a back-up bus is used for the route, your child's bus will indicate a bus stationed in the bus lot. In other words, you will not be able to track the bus while it is out of service and the sub bus won't be in the system for you to track. The second is a three-minute delay of information. Please understand, for security reasons "real-time" is dictated and regulated by the federal government. Finally, as mentioned earlier, our late start and early release day schedules won't be reflected in the app.

#### 4. Can't register your student?

The DBT system receives student information from your local district. If you cannot find your student, please verify your student's information and try again.

#### 5. Did you receive an error?

If you received an error, please try your action again. If you are still experiencing troubles, please contact us at [dbt@durhamschoolservices.com](mailto:dbt@durhamschoolservices.com). If this site receives an error, Durham's web support team is immediately notified.

#### 6. Page not found?

If you get an error stating page "not found", please verify your URL and try your request again. If you continue to experience issues, please contact us at [dbt@durhamschoolservices.com](mailto:dbt@durhamschoolservices.com).

#### 7. Why isn't DBT available for my bus?

Durham School Services works hard to provide this technology to every school district. If your district does not yet have this option available, please contact your school district for more information.

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### 8. Does DBT utilize SSL?

Yes, DBT utilizes the technology of SSL Certificates to provide a safe and secure browsing environment.



Our goal is to provide parents and guardians with a greater sense of comfort and visibility with your student's transportation. We are proud to offer our app which allows monitoring of your student's bus: **Durham Bus Tracker**®.

Durham Bus Tracker® allows you to view your student's, current school bus location. Information about the route, in **near real time**, including the scheduled and estimated arrival times to your stop.

**Benefits Include:**

- User-friendly
- Free for parents and guardians to download and use
- View all routes and scheduled stops including field trips
- Receive messages that notify users of route delays and schedule changes
- Parents and guardians can track all of their students', buses in one screen
- Durham Bus Tracker® integrates seamlessly with the district's existing routing software
- Available in English and Spanish



**FOR PARENTS AND GUARDIANS  
SIMPLE. SAFE. SECURE.**

[WWW.DURHAMSCHOOLSERVICES.COM/DURHAMBUSTRACKER](http://WWW.DURHAMSCHOOLSERVICES.COM/DURHAMBUSTRACKER)



1. Download the free app:



Scan this QR Code with your smartphone to download the app immediately



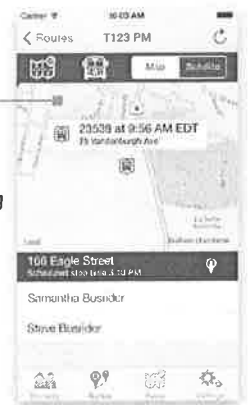
Or access Durham Bus Tracker® from your computer:  
[m.durhambustracker.com](http://m.durhambustracker.com)



2. Create a **secure** User Name and Password
3. Enter your state, customer service center location, student ID number and student's last name
4. Log in and track your bus



View multiple stops along the route, including the scheduled arrival times for each stop



ACTUAL APP VIEW "Routes" screen



ACTUAL APP VIEW "My Buses" screen



View all your students' buses simultaneously

**BEGIN BUS TRACKING IMMEDIATELY**

Students



Enter all of your students into the app to be viewed simultaneously

Settings



Modify and update your account through this portal

## SAMPLE DISTRICT COMMUNICATION LETTER

\*\*INSERT ONTO DISTRICT LETTERHEAD\*\*

September 21, 2015

To: Parents/Guardians of DISTRICT NAME HERE Students

Subject: Transportation Bus Tracking

As we seek to effectively communicate with families, we wanted to share some exciting news with those that use district-provided bus service. Our school bus partner, Durham School Services has developed a phone and web browser application that will allow parents and guardians to securely view the location of all of their child(ren)'s bus locations in relationship to their assigned bus stop. This application enables parents and guardians to view multiple stops on an assigned route, including the scheduled arrival time for each stop. The service is free of charge to parents/guardians and provided at no additional cost to the school districts serviced by Durham School Services. Use of the application is voluntary.

You can get more information, sign-up and create your secure login, to use the application on your smart phone or web browser, in several ways. Specifically you can go to:

- [www.durhamschoolservices.com/durhambustracker](http://www.durhamschoolservices.com/durhambustracker)
- <https://m.durhambustracker.com/secure/login>
- For technical support, please contact [support@durhambustracker.com](mailto:support@durhambustracker.com)

In order to view the bus location and follow the route, parents and guardians will need to:

- Create an account by clicking on "Need a Login";
- Enter the state and then the city of your child's Durham School Services' customer service center:
  - Your assigned customer service center is: **XXXXXXXXXXXX**
- Enter your child's school issued ID number;
- Enter your child's last name; and
- Use the plus sign to add additional children who use Durham's bus services.

If you have any questions regarding this application, please contact DURHAM CONTACT HERE, Durham School Services at (###)-###-#### or DISTRICT CONTACT HERE, TITLE HERE at (###) ###-####.

Thank you,