



## **Versatrans My Stop FAQ**

(Frequently Asked Questions)



### **I want to see my child's bus for the morning pickup / afternoon drop-off. When should I check the app?**

A parent should look at the app no more than approximately 15 minutes before their scheduled pickup/drop-off during a normally scheduled school day. On a 2 hour delay day, the bus will run 2 hours later, and an early dismissal will be 3 hours and 25 minutes earlier than their normal scheduled time. Looking at times prior or after that time can show information that does not pertain to your child's bus route.

### **I have children in more than one school and on different buses. I only have the login for one of my children. How can I see my other child's bus?**

When you log in to My Stop, you will see, in the top left hand corner, a dropdown box if you have multiple students being transported. These are grouped by families, so only one username and password is required. Click on the box, and select the other child's name to view their estimated bus arrival.

## **I see the following message in My Stop: No active routes found.**

If you access My Stop too early or too late, a variety of conflicting messages may appear. These messages most likely indicate the bus is on its way to the beginning of its route or has completed its route. Our buses transport children from elementary, middle and high school and your same bus may be in your neighborhood completing one of those other routes. For the most accurate information, we recommend that you wait about 10 minutes before your child's bus is due to arrive and check again.

## **I see the following message in MyStop: MyStop GPS is unavailable for bus #XYZ, Estimated Time of Arrival: 1:11 P.M.**

This message will appear if MyStop is not able to acquire GPS location information for your child's bus. There may be an issue with the GPS system.

If you see this message, the estimated time of arrival is the time based on the scheduled route and time set by the Transportation Department. It will not reflect the actual remaining travel time to your child's bus stop.

## **I only see the following message in My Stop: Estimated Time of Arrival: 3:54 P.M. | Per Schedule.**

This may occur when the regularly scheduled bus is out of service for maintenance or required inspections.

## **I see the following message in My Stop: Estimated Time of Arrival is Unavailable | Bus Passed Stop.**

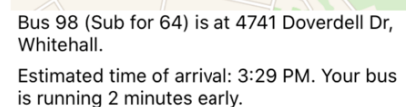
Your child's route information may be in the process of being updated. Wait a few minutes for updates to be completed and try again. If you still see this message and the current time is after your child's scheduled pick-up or drop-off time, the bus has already picked up or dropped off your child.

## **Does My Stop work with field trip buses?**

No. Field trips are not routed trips.

## **If a bus is being swapped for another bus, will I see my child's newly assigned bus for that day?**

Substituted buses will show in the app for your child. There is a message displayed that bus "x" has been substituted for bus "y."

A screenshot of a bus tracking notification. The notification text reads: "Bus 98 (Sub for 64) is at 4741 Doverdell Dr, Whitehall. Estimated time of arrival: 3:29 PM. Your bus is running 2 minutes early." The background of the notification shows a map with a green line indicating the bus's route.

Bus 98 (Sub for 64) is at 4741 Doverdell Dr, Whitehall.  
Estimated time of arrival: 3:29 PM. Your bus is running 2 minutes early.