

# Versatrans My Stop FAQ

Why don't the users get a black screen asking them to put in their Username and Password?

- It is important to make sure users download the correct app: Versatrans My Stop. There are many applications with similar names in the application store and downloading the incorrect application will create confusion.

Why does the screen say "Your username or password is incorrect. Please try again."?

- First, make sure users have selected the proper school district from the menu. Users can click on "Not your school" from the login screen to go back to a list of districts.
- Second, make sure they are using the district-assigned credentials.

Why does the screen say "No Active Route Found"?

- If their student's bus is not running at that time, the message will be "No Active Route Found". As soon as the bus is running, they will see route information.

How do users switch to look at another student's bus information?

- Users can simply click the drop-down arrow next to their student's name on the Map section. This will show all students assigned to them. If one or more of the students are missing, they are instructed to contact the school/transportation department to have this fixed.

How can users program My Stop so they can choose between students from a dropdown list?

- In order for a parent to see multiple students through their My Stop, they must have the same Family ID Number. This can be adjusted in students' Versatrans e-Link accounts.

Why are users not getting any notifications in the application?

- Notifications must be turned On. Users need to click on the Setup tab and ensure notifications are turned on.

Why did the student's bus number change?

- Drivers and transportation staff can change the bus number before or during a route. For accurate information to be transmitted, the correct bus must be selected in the transportation software. It is at the discretion of the transportation department to decide how they communicate temporary and permanent bus changes.

Will the pickup and drop-off times still be accurate during early release or late start days?

- Yes, the transportation department has access all the routes pickup and drop-off times in the system by hour increments.

Why are users no longer receiving notifications?

- Users must be logged in to My Stop to receive notifications. Users should close the app when not using it rather than logging out.