VersaTrans MyStop Frequently Asked Questions

Why don't I get a screen asking me to put in my Username and Password?

You may have downloaded the wrong app. It is important to download **Versatrans My Stop**; there are several similarly named applications in the application store.

Why are my username and password saying they are incorrect?

First, make sure you have selected North Kansas City Schools(MO) as your district. Select 'Not your school' to go back to a list of districts.

Second, make sure you are using your student's student number as the userid and password. If you have changed the password in the app, and are unable to log in - reach out to us at transrouting@nkcschools.org.

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

If your student's bus is not running then the message will be **No Active Route Found**. As soon as the bus is running, you will see route information.

How do I switch to look at another one of my students 'bus information?

Simply click the drop-down arrow next to your student's name on the **Map** section. This will show all students assigned to you. If one or more of your students are missing, contact us at transrouting@nkcschools.org and let us know the names of your students and your current home phone number - we'll update the system.

Why am I not getting any notifications in the application?

Notifications must be turned On; click on the **Setup** tab and ensure notifications are turned on.

What if I need to change my address because I moved?

For address changes, please contact your student's school.

Why can't I see the bus routes for my Early Childhood Education student, Assisted Transportation student, sports team bus, or after-school buses?

MyStop is available for routes where students are transported on NKC Schools buses on primary routes. Early Childhood and Assisted Transportation students are transported on other types of vehicles, and sports team buses and after-school routes do not have specific students assigned to the routes, as the riders change on a daily basis - so we're unable to show these types of routes in MyStop.

My student uses an alternate bus stop on inclement weather days. How will that be displayed?

The app will continue to display the bus stop and route for regular days.   You'll be notified as usual about the alternate snow route being used, and you can use the displayed location of the bus to help your student go to their alternate stop at the appropriate time.

What about alternate bus routes due to shared custody or daycare?

MyStop is only able to display the primary route for the student, so we encourage you to make sure that the address the student rides to most often is the primary one in our system. Please contact us at transrouting@nkcschools.org if you have any questions.

Who do i contact with questions about MyStop?

Reach out to us at transrouting@nkcschools.org with any questions you have. Thanks!