

Creating an Account

Modified on: Tue, Jan 22, 2019 at 2:38 PM

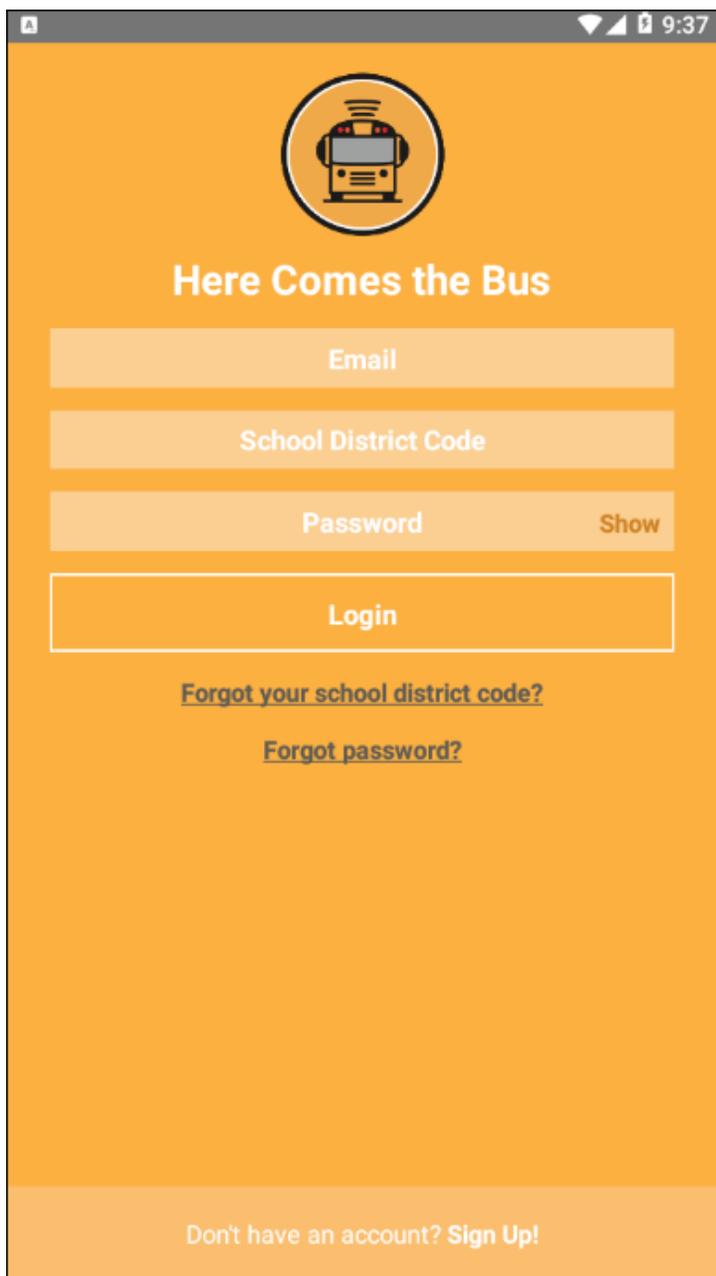
To create a Here Comes the Bus (HCTB) account using the app, follow these steps:

Note: If you have the Here Comes the Bus code your school provided readily available, that will make the account-creation process quicker. This is usually a five-digit code. If you don't have this code, don't worry; the onboarding procedure can help you find it.

Also, have your student's ID number handy, if you know it. If not, there will be instructions later in the steps on how to obtain it from your school.

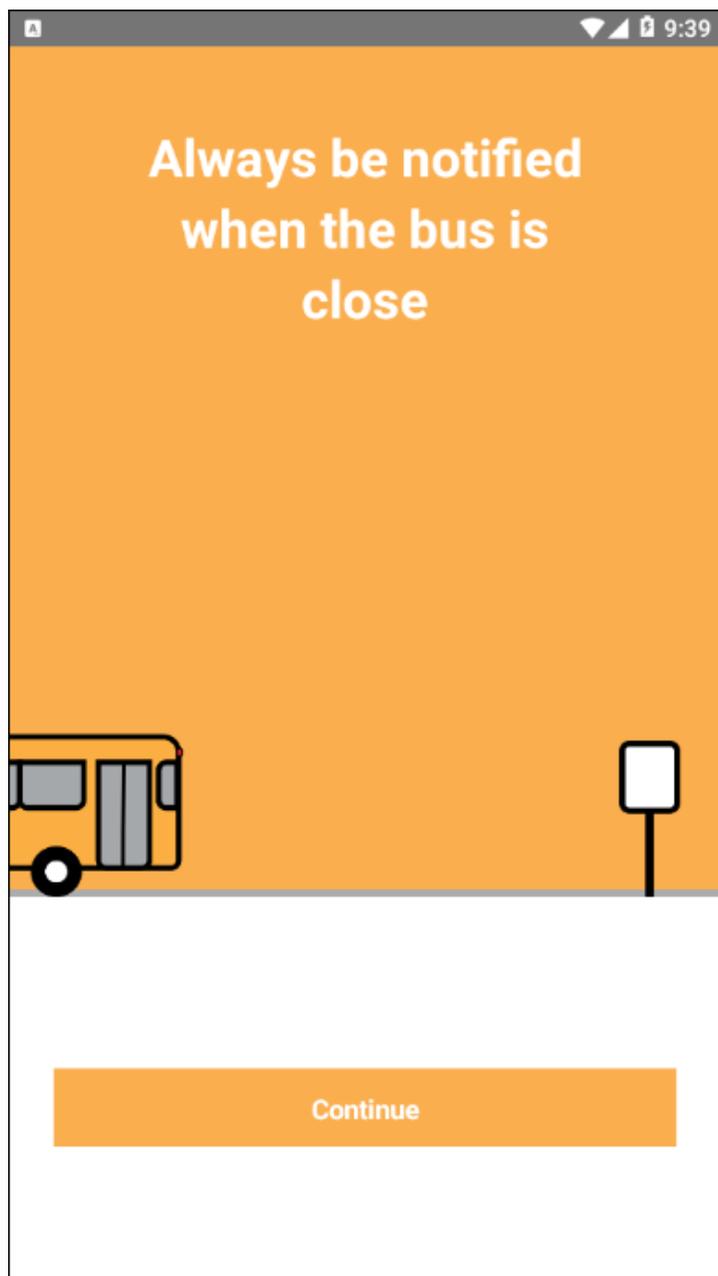
1. Download and install the Here Comes the Bus app from the Apple App Store or Google Play.

When you first open the app, you'll be presented with this screen.



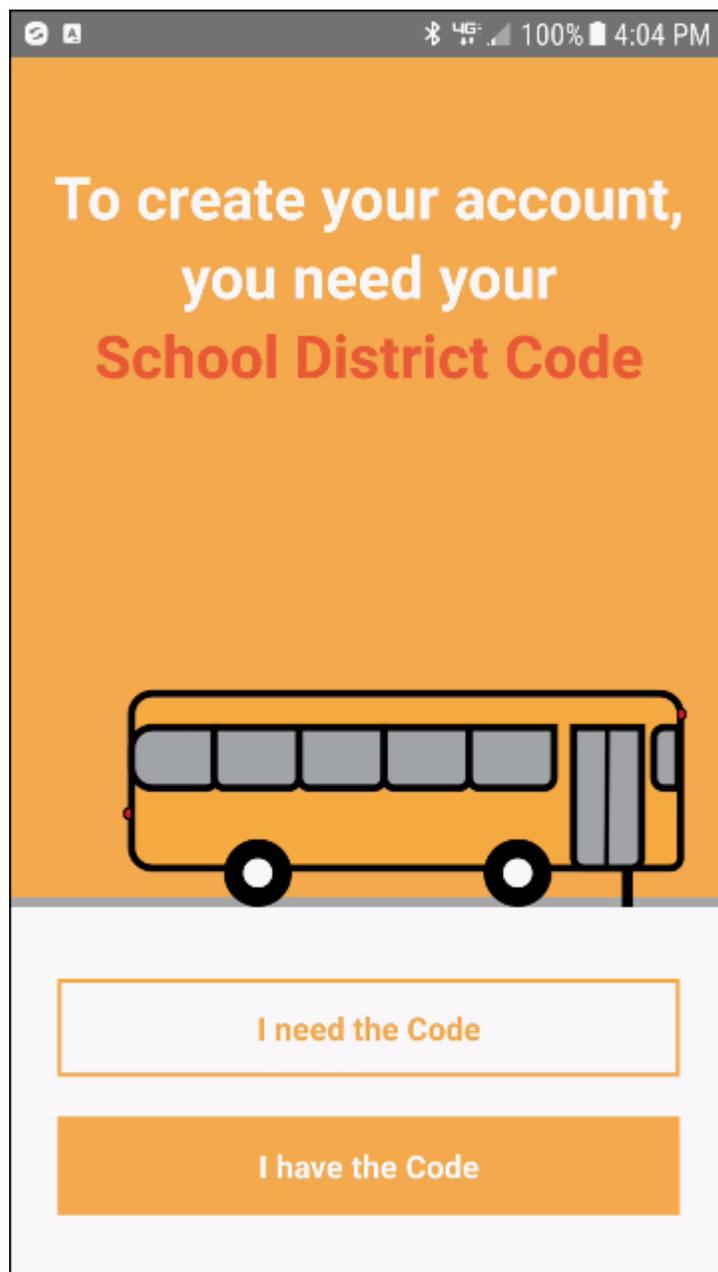
2. Tap Sign Up! at the bottom of the page.

The following screen will appear.

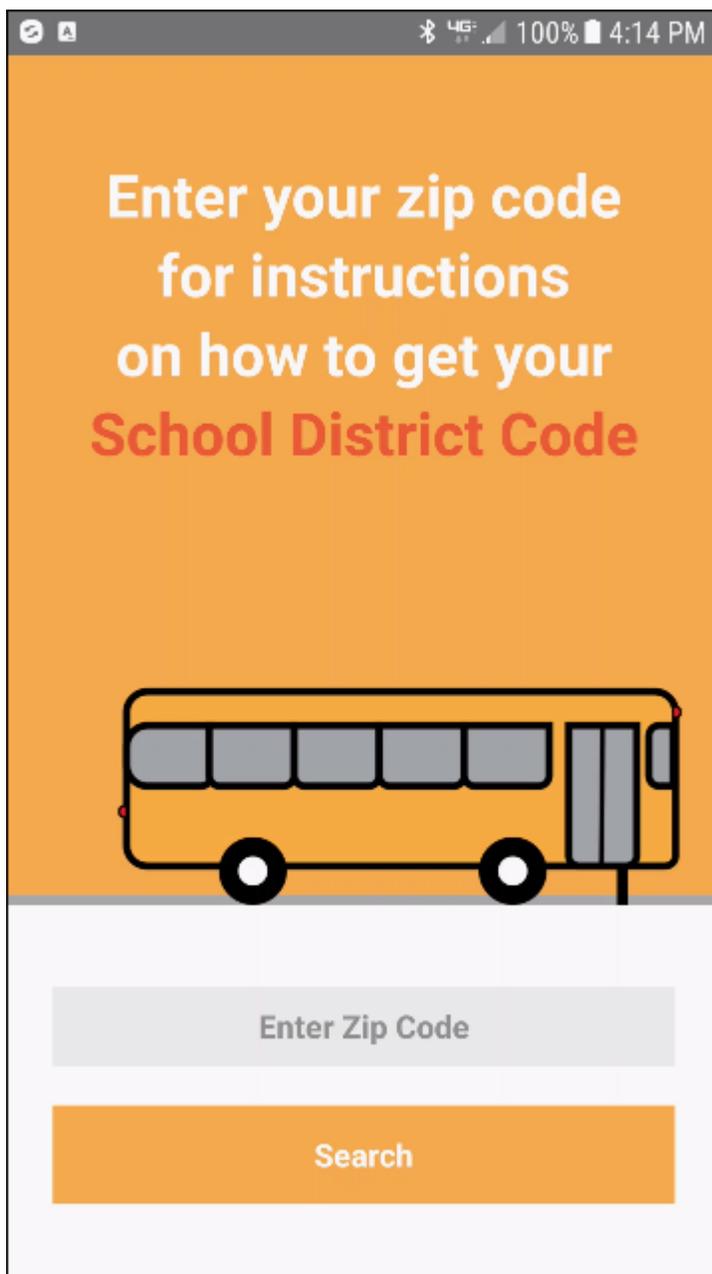


3. Tap Continue.

You'll be asked for your school district's code.



4. If you have it, tap I Have the Code and skip down to step **12**.
5. If you don't have it, tap I Need the Code.



6. Tap Enter Zip Code.

7. Type your zip code.

8. Tap Search.

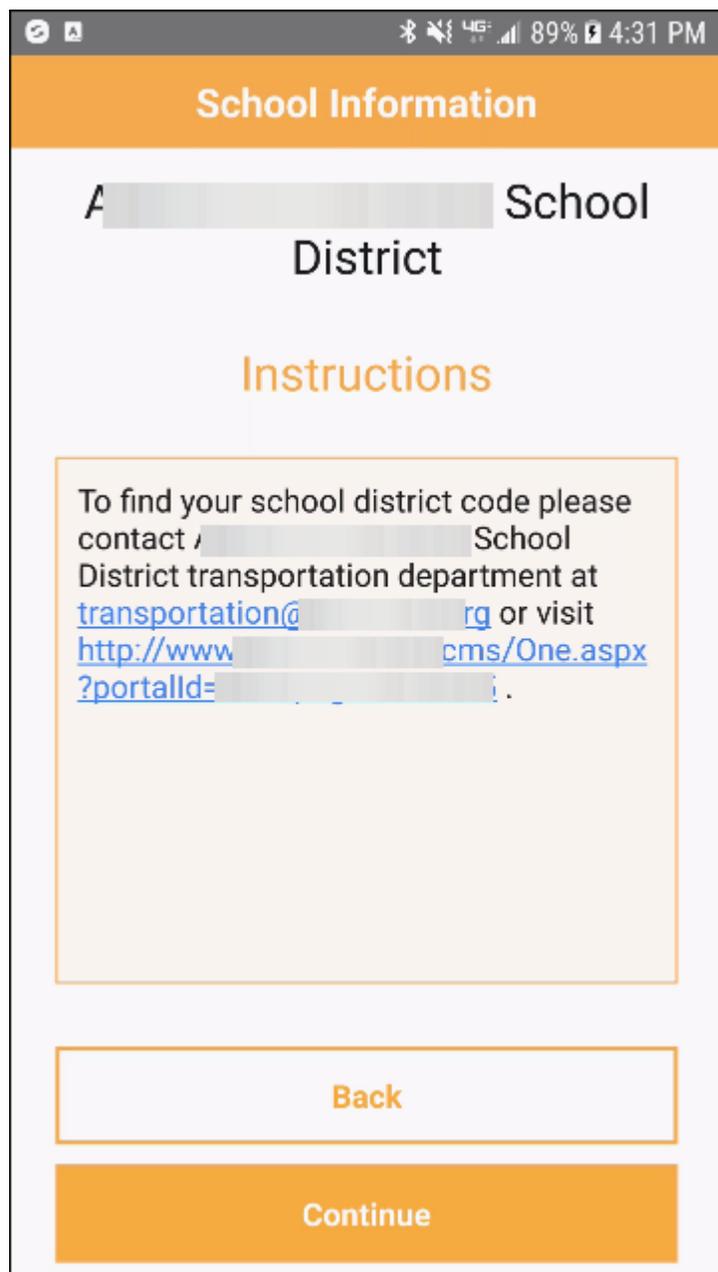
School districts in your area will appear in a list.



9. If yours is on the list, tap it.

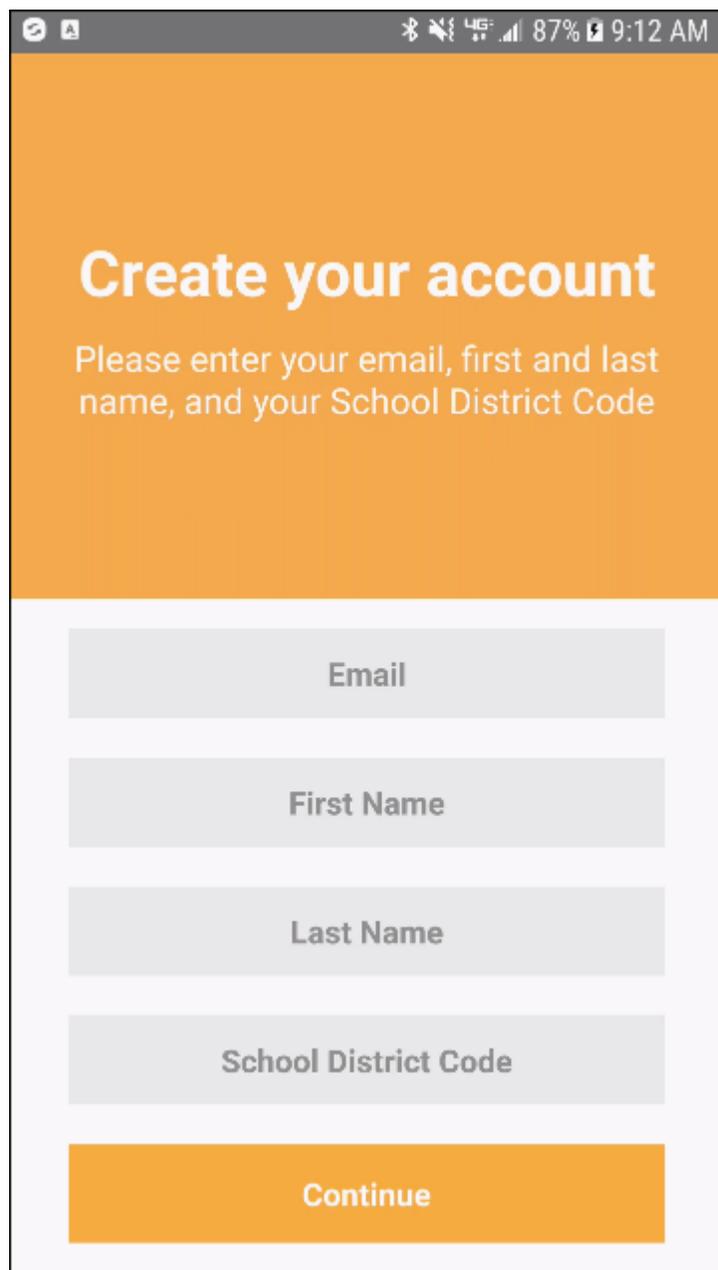
10. If not, tap Contact Us! to get information on whom to contact for help.

When you tap your school district's name, you'll see the district's instructions on how to find the code.



11. After following those instructions and obtaining the code, tap Continue.

The Create Your Account screen will appear.



Create your account

Please enter your email, first and last name, and your School District Code

Email

First Name

Last Name

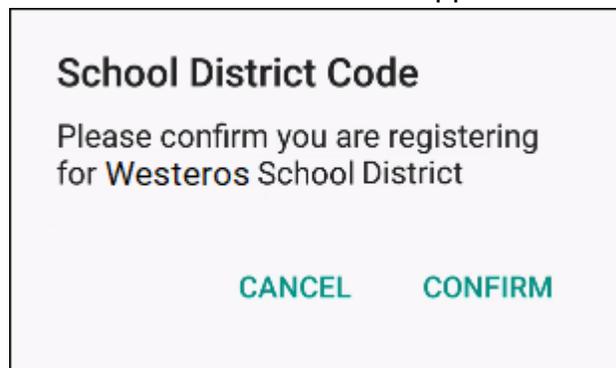
School District Code

Continue

12. Type your email address, first and last name, and school district code.

13. Tap Continue.

Your school district name will appear in a dialog box.



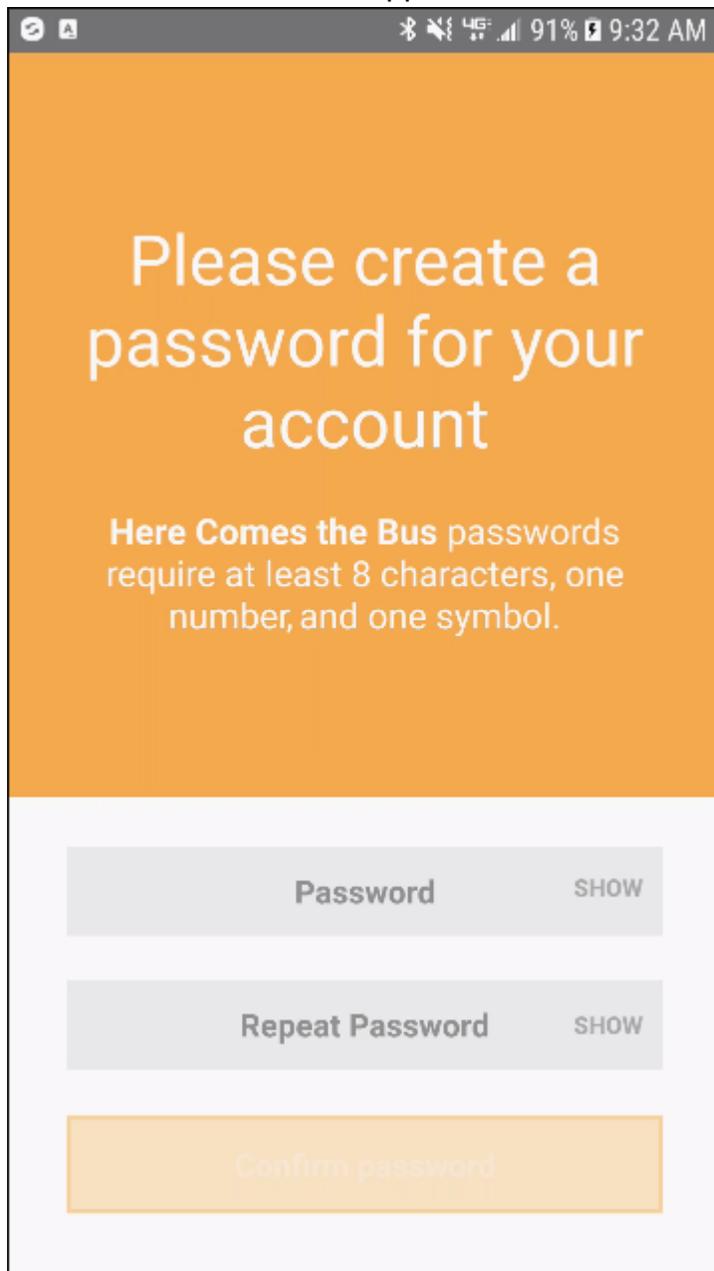
School District Code

Please confirm you are registering for Westeros School District

CANCEL CONFIRM

14. If the district name is the correct one, tap Confirm.

The Password screen will appear.



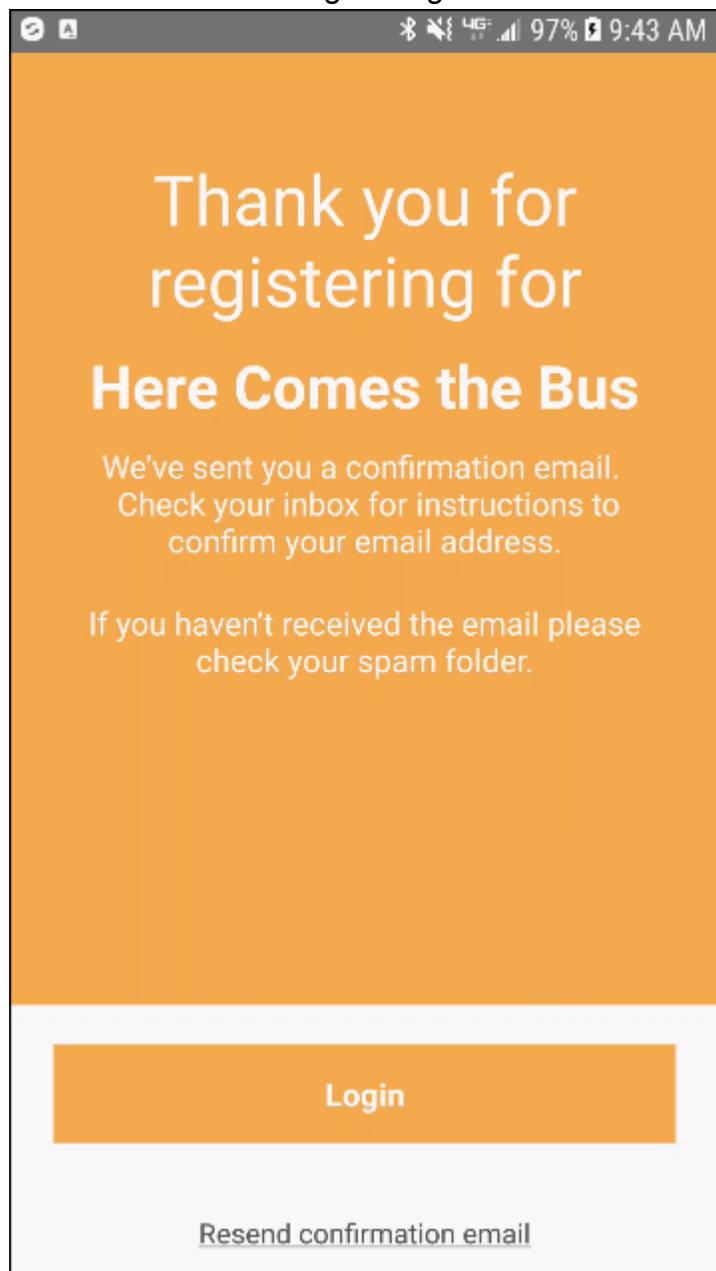
15. Type the password you'd like to use for the Here Comes the Bus app in both the Password and Repeat Password fields.

Note: You can select Show if you'd like to verify the characters you entered.

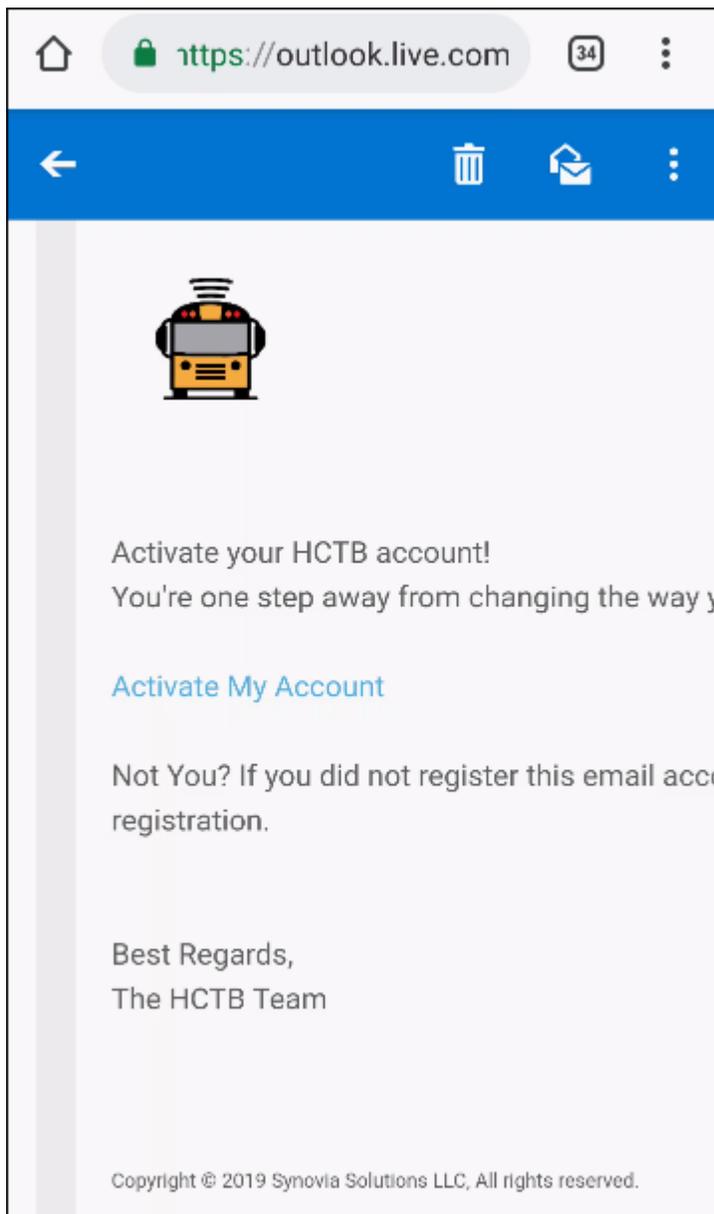
Your password needs to be 8 to 16 characters and contain both uppercase and lowercase letters and at least one number and special character.

16. Tap Confirm Password.

You'll be thanked for registering for Here Comes the Bus.



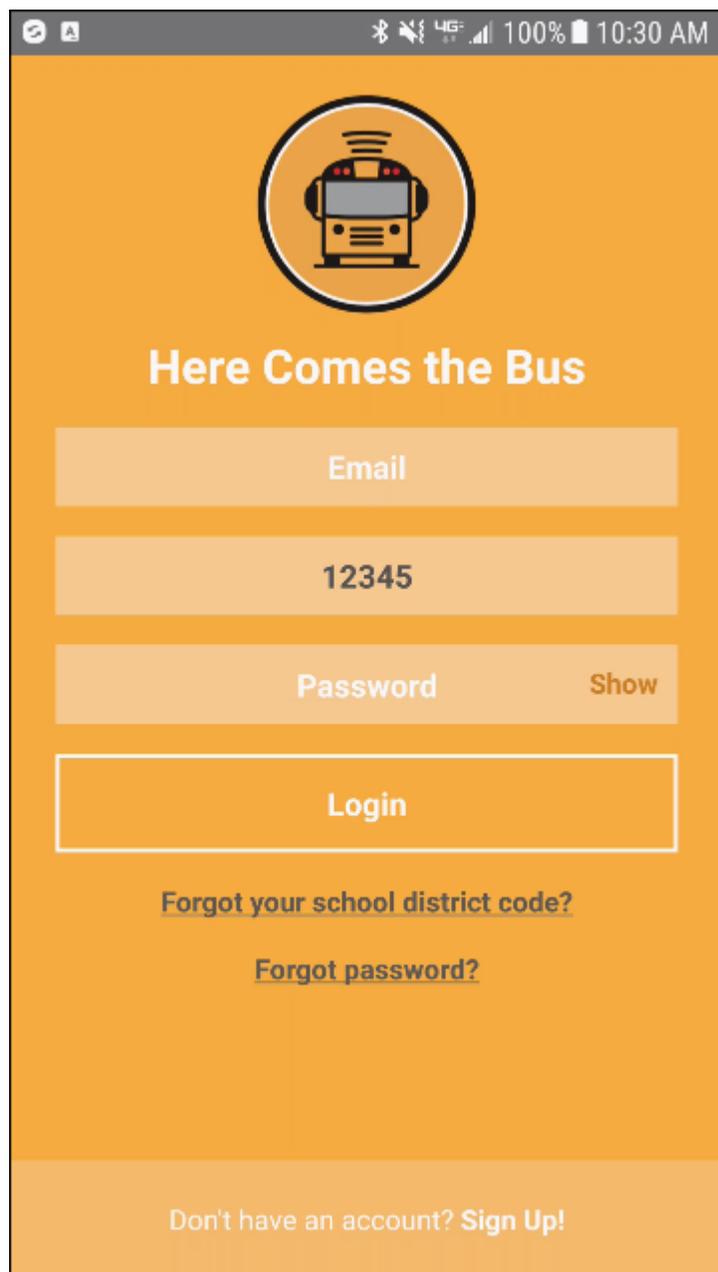
17. Open the email sent to you from noreply@synovia.com.



18. Tap Activate My Account.

You'll be taken to the HCTB website, but you can finish the account-creation process in the app.

19. If you left the app open, you can click Login. If not, when you open the app, you'll be on the login screen.



10:30 AM 100% 4G



Here Comes the Bus

Email

12345

Password Show

Login

[Forgot your school district code?](#)

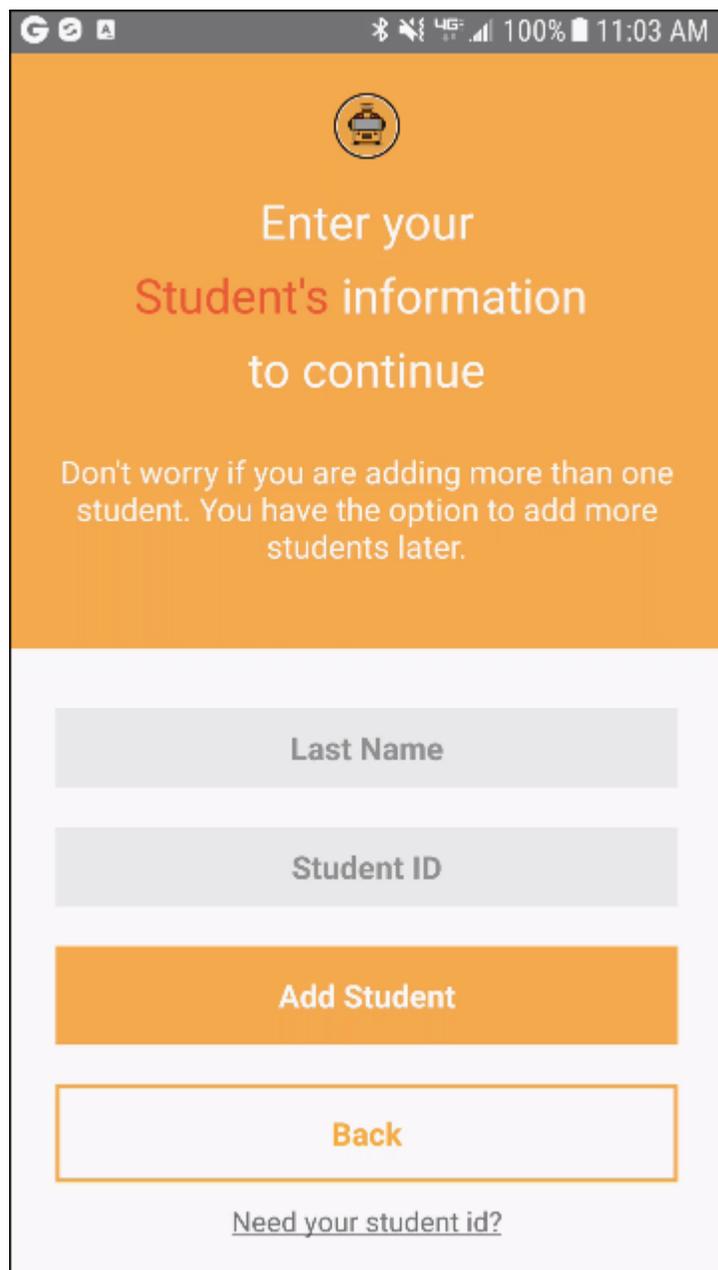
[Forgot password?](#)

Don't have an account? [Sign Up!](#)

20. Type your HCTB email address, school district code (if it's not already there), and password.

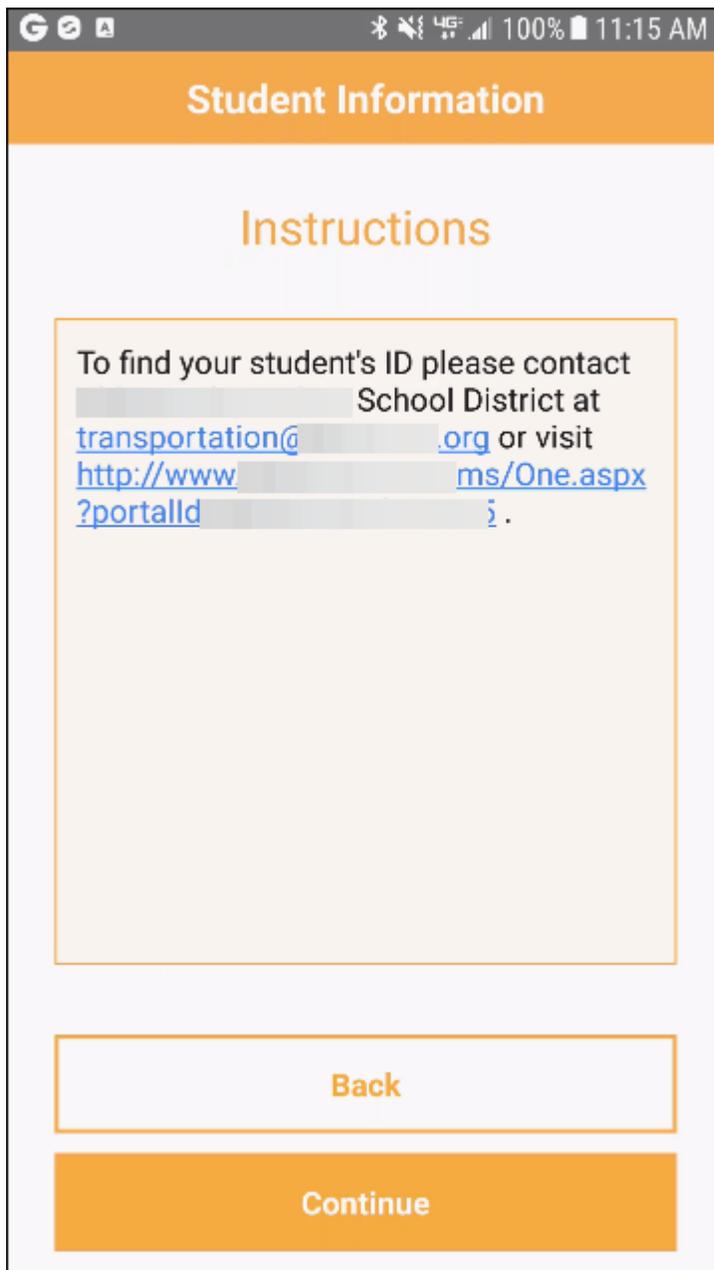
21. Tap Login.

You'll be prompted to add your student's information.



The screenshot shows a mobile application interface with an orange header. At the top center is a circular icon of a school bus. Below the icon, the text reads "Enter your Student's information to continue", with "Student's" in red. A sub-message says, "Don't worry if you are adding more than one student. You have the option to add more students later." Below this are four input fields: "Last Name", "Student ID", "Add Student", and "Back". The "Add Student" and "Back" buttons are orange, while the others are light gray. At the bottom, there is a link: [Need your student id?](#)

22. If you don't have your student's ID number, tap [Need Your Student ID?](#)
23. If you have it, skip down to step **26**.
24. The school district's instructions on how to obtain your student's ID number will appear.



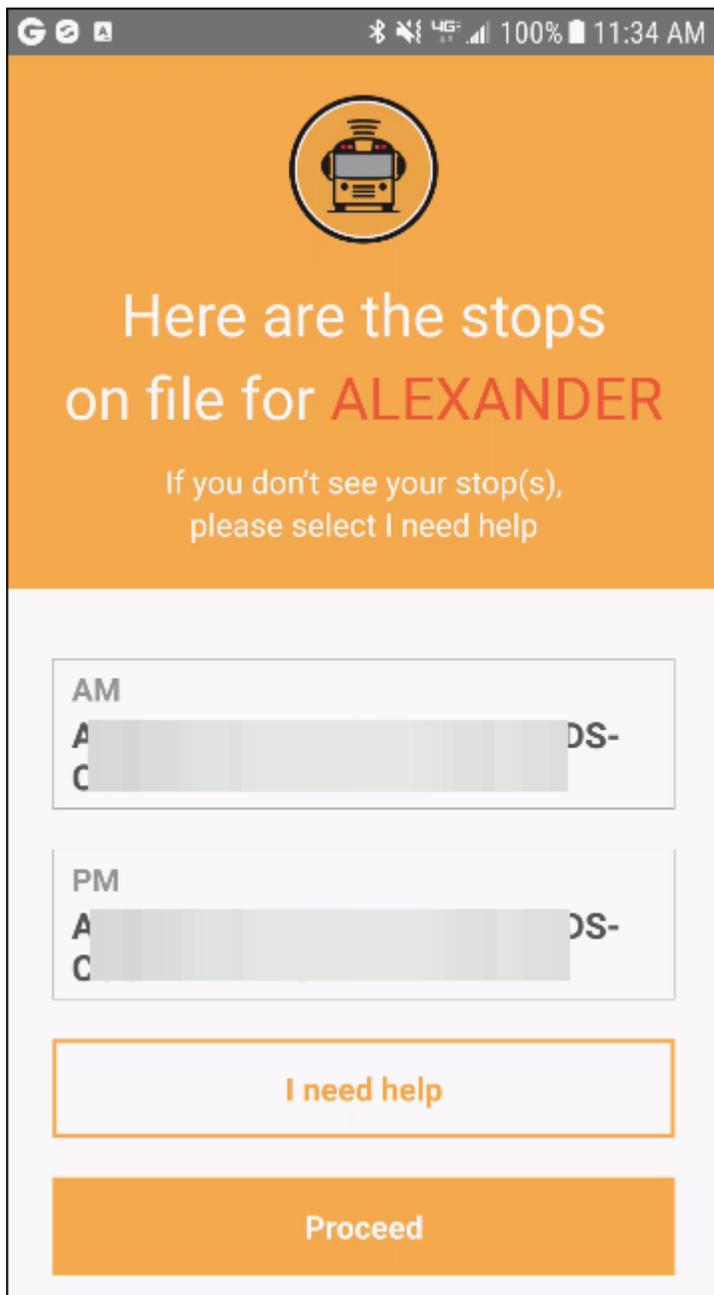
25. After following those instructions and obtaining the ID, tap Continue.

The Student Information screen, shown after step **21**, will appear again.

26. Type your student's last name and student ID.

27. Tap Add Student.

The stops your transportation department has entered for your student will appear.

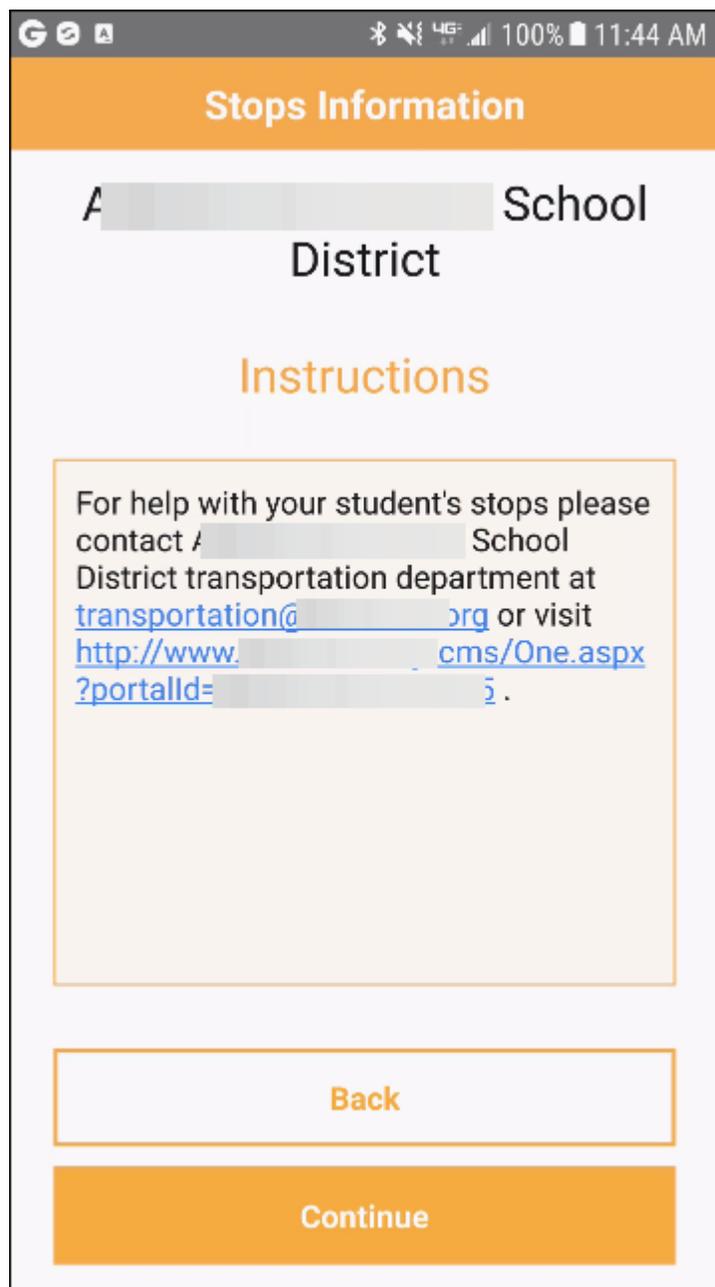


The screenshot shows a mobile application interface with an orange header. At the top center is a circular icon of a bus. Below the icon, the text reads "Here are the stops on file for ALEXANDER". Underneath, it says "If you don't see your stop(s), please select I need help". There are two input fields, one for "AM" and one for "PM", each containing a blurred list of stop names and a "DS-" label. At the bottom, there are two buttons: "I need help" (orange outline) and "Proceed" (solid orange).

28. If they are correct, tap Proceed and skip down to step **31**.

29. If they are incorrect, tap I Need Help.

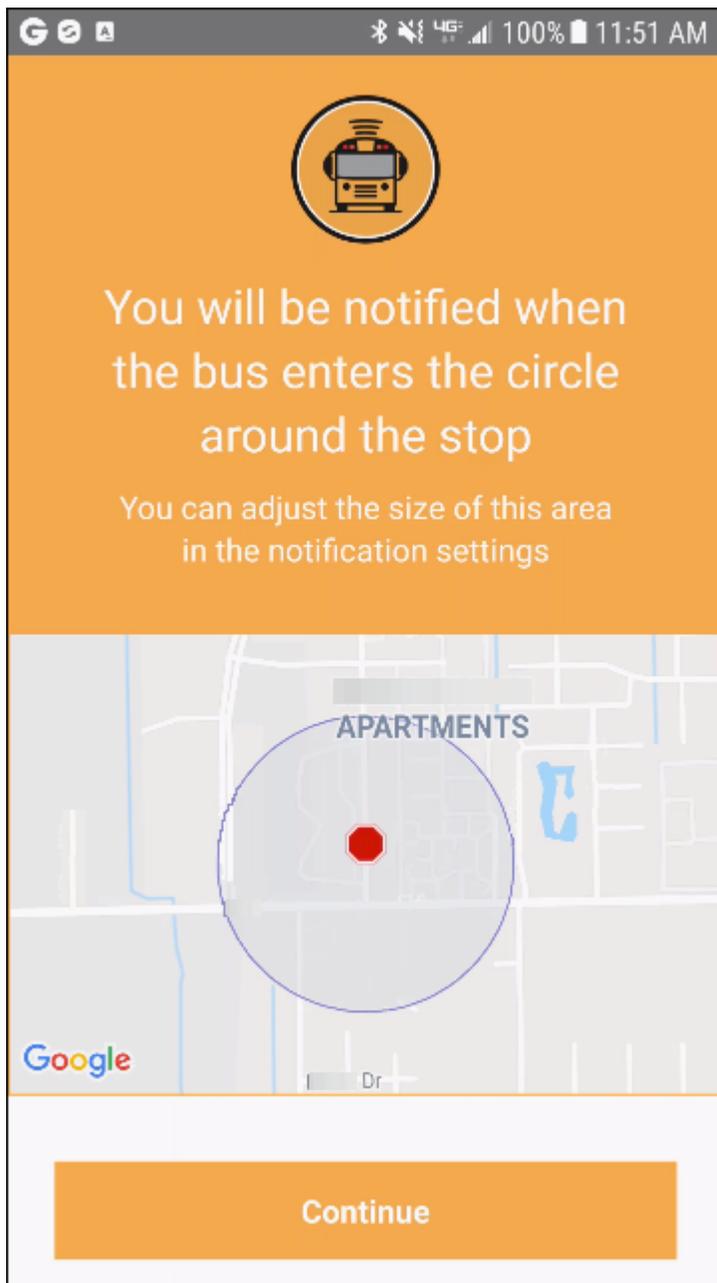
The next screen will display your transportation department's instructions on how to inform them that they have the wrong bus stops on file.



They will have to rectify the situation.

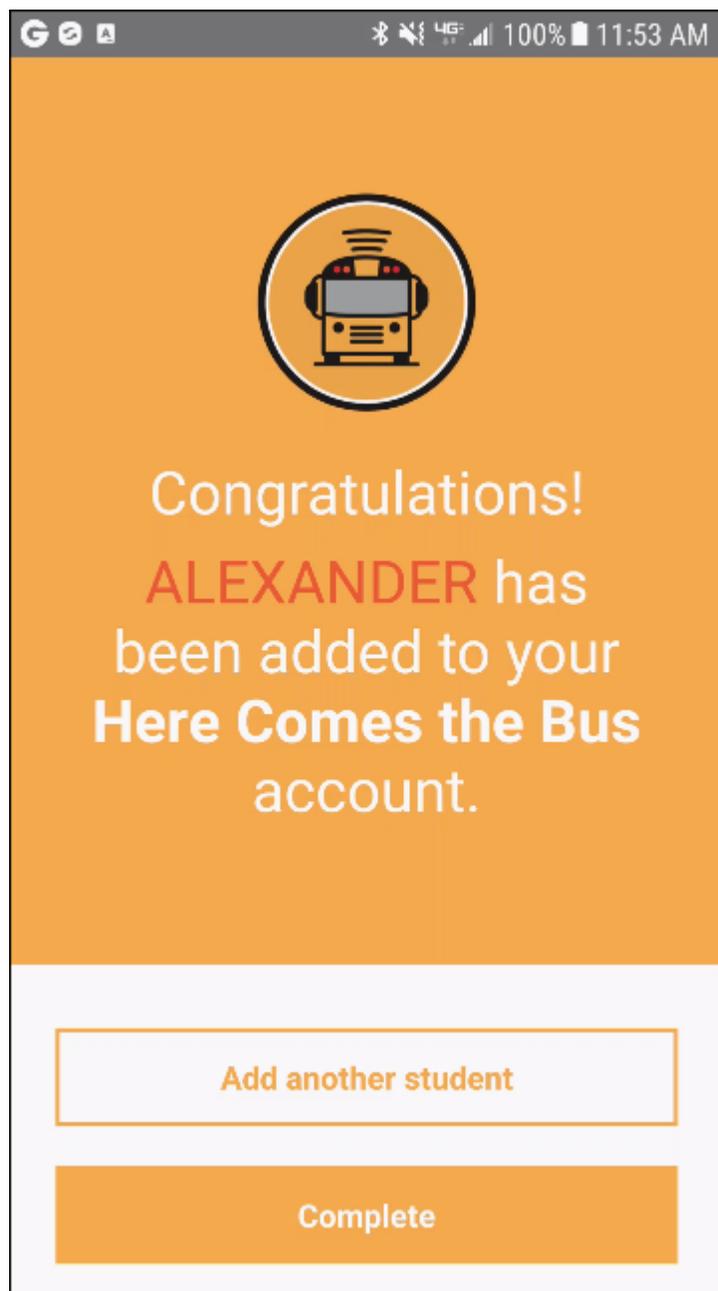
30. After they do so, you can tap Continue on this screen.

Your notification radius will appear on a map. This is a circular area around your student's bus stop; when the bus enters the radius is when you will receive an alert by email or push notification, if you opt to receive that.



31. Tap Continue.

The next screen will be a success message, saying your student has been added to your account.



32. You can tap Add Another Student and repeat this process if needed.

33. If you are finished adding students, tap Complete.

You'll be prompted to enter the name of your device, such as "Elizabeth's S8."

Please enter the name of your device. For example, "Joe's Phone" or "Family iPad." You will use this name later when managing notifications.

Enter Device Name

Save

34. Tap in the Enter Device Name field and type the name.

35. Tap Save.

The Here Comes the Bus home screen will appear.

