

# ZPass Frequently Asked Questions

This is a working document which has been compiled using questions asked in the comment section of the survey, from reviews of other districts FAQs who use ZPass and various brainstorming sessions. Additional questions may be added throughout the year.

**How does the card work?** *Each Zpass card contains a passive RFID chip which is assigned a unique identifier when the card is issued to the student. When the card is tapped on the scanner, the RFID is activated and automatically logs their entry or exit time and location. The card does not offer any capability to “track” a student - it merely tells us when and where a student scanned on and off of the bus. Parents can download the My View Parent App and then choose to receive information instantly and securely regarding when their child boarded or exited a bus.*

**How does Z Pass Work?**

*Students carry a card (Z Pass card) that automatically logs their entry or exit when they tap the scanner on the school bus. The information is then instantly and securely available to parents. Notifications can also be sent directly to their cell phone via the MyView app notifications or text message. Every card distributed to students is programmed specifically for that child. By downloading the MyView App and entering their child’s unique number, parents will be able to track when the bus approaches their neighborhood. As students exit the vehicle, they will swipe their card again to show they have arrived at their campus or bus stop.*

**How does this card help me locate my child if they do not get off of the bus?**

*The card is tied to the Zonar MyView app. Parents will receive a notification when their student boards the bus to leave school. When the student departs the bus and scans the Z Pass the MyView app will alert the parents of the approximate location of the students*

*departure area. If a student boards the incorrect bus the parent will still receive a Z Pass scan alert. If the student does not scan their Z Pass parents will not receive an alert.*

**Can I use the App to see where my child is if they are carrying the card?**

*There is NO ability to see where an individual student or where the card is, the App will show parents the approximate location of the school bus, and send notifications if they are set up when it approaches their pickup/drop off area.*

*The app will also send notifications via the app or text messages when the student scans on or off the bus, that message sends time, and approximate address of the bus when scanned.*

**What information is stored on the card?**

*The only information that is stored on the ZPass badge is the unique identifier that is only meaningful to the ZPass program. A lost or stolen ZPass badge does not put sensitive student information at risk. Parents will only have access to their student's information. Under our terms with the company providing this technology, all student information is protected.*

**What happens if a student loses their card or if it is damaged?**

*If you have lost or damaged your card, a new card can be requested by notifying your child's school. If your card was recently lost, we ask that you look for one day before reporting the card as lost. If it is still lost after that time, please notify the school and a new card will be issued. If a lost card is found please return it to school for discarding.*

**Can I have more than one card for my child?**

*Students should NOT have more than one card, only one card at a time can be active in the system. Once a new card is printed the old card is deactivated.*

**Will my child be allowed to board the bus if they do not have their card?**

*Should your child lose or misplace their card, they will still be able to ride the bus. However, the school will need to issue a new card after two days.*

*Student safety and accountability is vital to the Z Pass program so every effort should be made to keep the Z Pass card with the student.*

**Can I opt out of this program? Can I opt out of this program? Yes.** *If you do not wish to participate in this program you will need to complete the opt out form for each child in your household. Parents can access the opt out form by visiting the front office at the school and requesting the form, by calling the school and asking for a form to be sent home with their child(ren), via a link to print the form on the transportation page on the district website, by calling the transportation department directly at 859-384-5340 to request it be emailed directly to them, by **sending an email request directly to the transportation department** \_\_\_\_\_ or by using the QR to the left. Opt out forms must be returned to the school no later than **Friday September 8th.***



*If a parent chooses to opt out of this program A NON-RFID card will be issued by the transportation department. The NON- RFID card will still contain the student barcodes for use in the cafeteria and media center but will be clearly labeled “NON RFID Card”. This student identification card will still need to be presented when a student boards district transportation so that transportation staff will be able to identify students who are present on the bus.*

**What if I change my mind and want to opt back into the program?**

*If a parent decides to opt back into the program they must fill out a “opt in” form with their school. Once the form is returned to the school, the school can send a copy of the form to transportation and re-issue a normal RFID card from the front office.*

**When will this program start?** *Once we know which parents have chosen to opt out we will begin the card printing process. Once the initial print cycle is complete, cards will be delivered to schools. Students will first use the card in the cafeteria to become familiar with how it functions and will receive instructions on how it works. We plan to implement this in a few schools at a time so that we can address any issues on a smaller scale. The goal will be to have full implementation with elementary schools and students receiving special transportation by mid October at the latest.*

### **Will my child get a new card every year?**

*For the 2023-2024 school year, cards will be issued to all elementary students Pre-K through 5th grade. After the initial rollout new cards will be printed for students entering 3rd grade, new enrollees, school transfers, and lost cards.*

### **How do I sign up for the MyView Parent App?**

*The MyView parent app is available through Apple App Store or Google Play. Parents should contact their child's school for sign up information. Once they have the District code, the student ID number, and First and Last name. The MyView app will then allow the parent to get ridership notifications.*

### **Who do I call if I need assistance?**

*Parents should call the students' school for assistance getting the needed information for the MyView app.*

*For app issues, parents should use the Contact Support in the MyView app to get assistance, those emails are addressed by Transportation staff throughout the day.*

### **MyView Parent App Support**

[MyView Support](#)

### **MyView Signup Flyers**

[MyView App Flyers](#)

### **Zonar Zpass Information Sheet**

<https://www.zonarsystems.com/solutions/z-pass-student-tracking/>