

My Ride K-12

Parent Communication App FAQ

Change is coming to Tyler's Student Transportation parent app!

We have rebuilt and rereleased what is currently known as the Traversa Ride 360 parent communication app. The new app, My Ride K-12, will be available to download soon. Learn more about this change and what you can do to get the word out by exploring the information below.

- **What is different in the new app?**

To ensure the best support for districts using our parent communication apps and the parents relying on them, the Ride 360 app needed to be refreshed to meet modern requirements. My Ride K-12 provides the same powerful functionality but is built using more modern technology, allowing us to quickly offer new features or updates and ensure the app continues to meet our clients' needs better. Your staff should not require any retraining to use or understand the new app.

- **Who will get the new My Ride K-12 app?**

All districts currently using Ride 360 will have access to the rereleased version, which has been rebranded as My Ride K-12. Current users will be able to log in to the new app using their existing Ride 360 credentials.

- **When will parents, guardians, and other users need to download the new My Ride K-12 app?**

Parents and guardians can start downloading the new app today! Users can log in to the My Ride K-12 app using the same credentials they use in Ride 360 today. Users can also log into myridek12.tylerapp.com to view the web version of the app.

- [My Ride K-12 – Apple App Store \(iOS\)](#)
- [My Ride K-12 – Google Play Store \(Android\)](#)

- **What is happening to the Ride 360 app?**

In Spring 2024, the Ride 360 app will display instructions on downloading and accessing the My Ride K-12 app. By the end of May 2024, the Ride 360 app will be removed from the Apple Store and Google Play Store and will no longer be accessible. Once Ride 360 users have downloaded and logged in to the new My Ride K-12 app, they can delete the Ride 360 app from their devices.

- **What information do I need to send to parents and guardians?**

Below are links to flyers you can send to parents and guardians, which are available for download from Tyler Community.

- [My Ride K-12 with ETA to Stop Parent Flyer \(English\)](#)
- [My Ride K-12 User Guide Parent Flyer \(English\)](#)

(Note: Spanish and French versions are coming soon!)

- **What messaging can I share with parents and guardians?**

We highly encourage you to start notifying your community about this change as soon as possible. Feel free to use or customize the message below in your communications. Make sure to download the correct flyers for your parents and attach them to the message.

*This spring, the Ride 360 app that **YOUR_DISTRICT** uses to provide our families with student transportation information will be retired, and an updated app will now be available to all users. This new app, My Ride K-12, can be downloaded starting in February 2024 in the Apple and Android app stores. You will need to download the new app to access updated transportation information for your student(s). Usernames and passwords from Ride 360 will carry over into My Ride K-12. Additionally, you can use your existing log-in information to access a web version of My Ride K-12 at myridek12.tylerapp.com.*

To learn more about My Ride K-12 and the other technology we use to help us safely and efficiently transport our students, please see the attached flyers.

- Who can I contact with questions?

Please contact your account representative or [email our support team](#) for more information.

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