

BusZone Parent User Guide

Last edited on · October 25, 2024



BusZone

How to Download the BusZone App

The BusZone app can be downloaded at the [Google Play Store \(https://play.google.com/store/apps/details?id=com.zonarsystems.csu_mobile&hl=en_US\)](https://play.google.com/store/apps/details?id=com.zonarsystems.csu_mobile&hl=en_US) on Android devices and the [App Store \(https://apps.apple.com/us/app/zonar-otair-for-cummins-engine/id1494211626\)](https://apps.apple.com/us/app/zonar-otair-for-cummins-engine/id1494211626) for iOS:

1. Navigate to:

- The Google Play Store at: <https://play.google.com/store> (<https://play.google.com/store/apps/details?id=com.bytecurve360.parentapp.nelc>) from your Android device; or
- The App Store at: <https://apps.apple.com/us/app> (<https://apps.apple.com/us/app/buszone/id1637157853>) from your iOS device.

2. Tap **Install** or **GET**.

3. Tap on the app icon to open BusZone.

Compatibility:

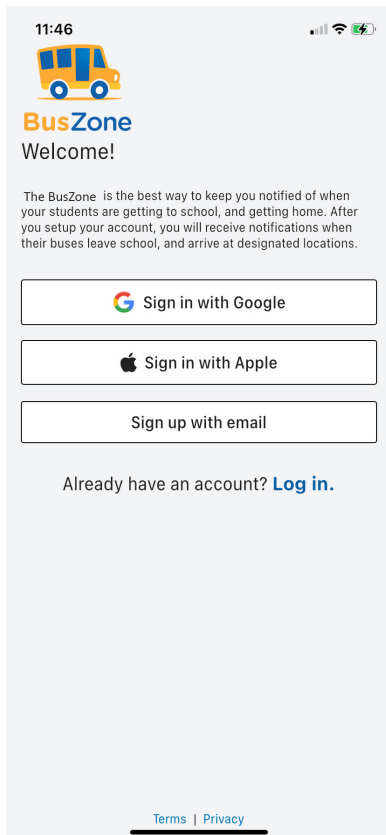
Android	Lollipop OS or greater
iOS	iOS 12.0 or greater

BusZone Bus Tracking

- [How to setup an account](#)
- [How to set up an account for a caregiver](#)
- [How to add a student](#)
- [How to remove a student](#)
- [How to create an Alert Zone notification](#)
- [School Notifications](#)
- [Setup Status](#)
- [Confirm or Change Student Bell Time](#)

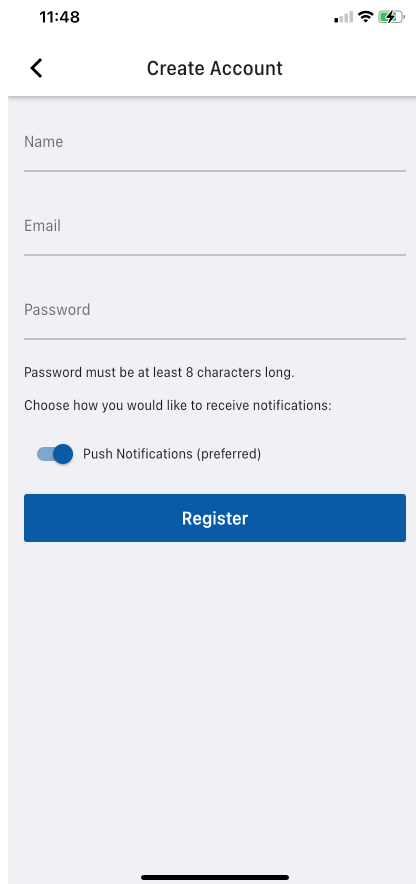
How to setup an account

1. Tap the application on your device to open it.



2. Tap one of the sign up/sign in methods:

- Sign in using a Google account
- Sign in using an Apple account
- Create a new account using an email address:
 - a. Enter your full name and email address.
 - b. Enter a password used to access the BusZone app.
 - c. Select the method you want to be notified about bus updates (either push notifications through the app or via email).

d. Tap Register.

11:48

< Create Account

Name

Email

Password

Password must be at least 8 characters long.

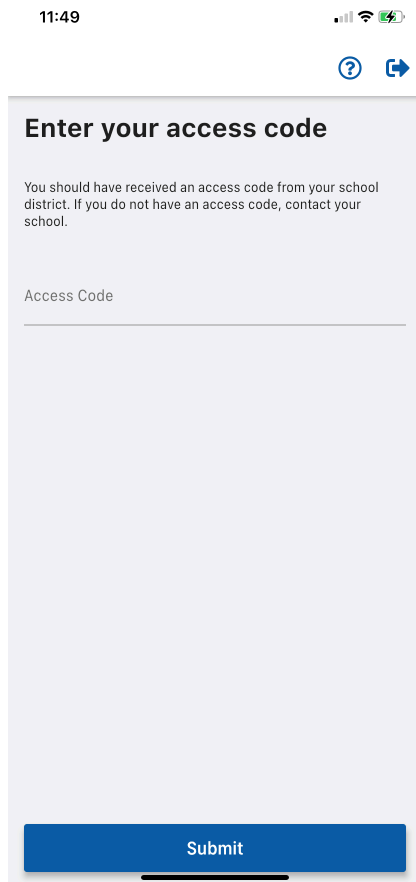
Choose how you would like to receive notifications:

☒ Push Notifications (preferred)

Register

Registered users can select the "Enable biometric login" option to sign in using the Face ID or fingerprint ID options on their devices.

3. Enter the access code provided by your school.



11:49

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Enter your access code

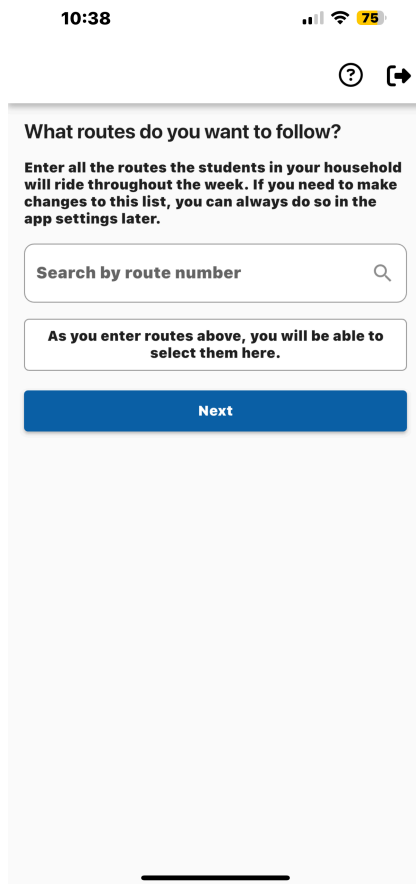
You should have received an access code from your school district. If you do not have an access code, contact your school.

Access Code

Submit

4. Tap **Submit**.
5. In the search field, enter the route number you want to follow.
6. Select the number from the list.

7. Tap Next.



10:38

75

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What routes do you want to follow?

Enter all the routes the students in your household will ride throughout the week. If you need to make changes to this list, you can always do so in the app settings later.

Search by route number

As you enter routes above, you will be able to select them here.

Next

8. Enter your student's information:

- Student ID Number (as provided by your school)
- Full first name

- Initial of last name

11:57

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Enter your student's information.

Their student ID is a unique identification number provided by the school.

Student ID Number

First Name

Last Initial

0/1

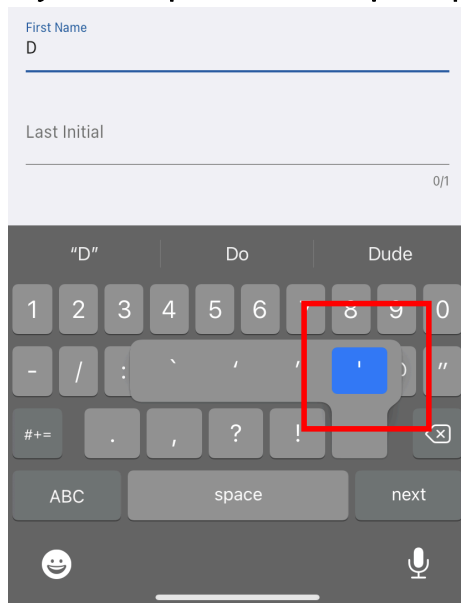
Don't know their student ID number?

Contact the school to find their number.

Next

iOS Users

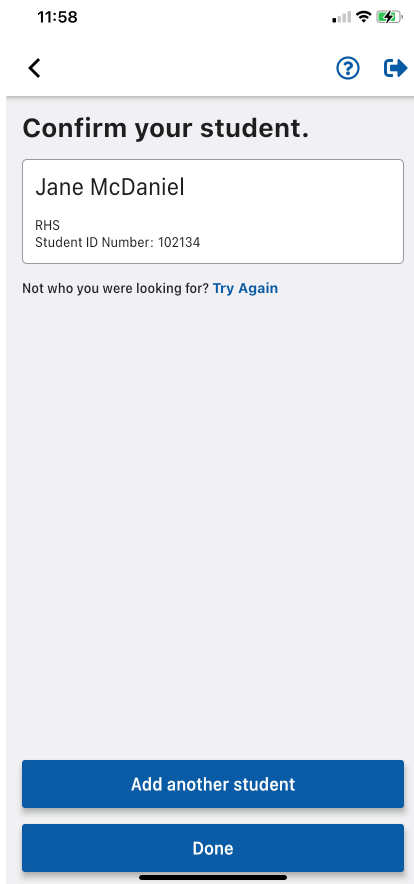
If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and hold the apostrophe key to select the correct one.



9. Tap Next.

10. Confirm your student's information. If the information is incorrect, tap Try Again.

11. Tap **Add another student** to follow another student, or tap **Done** to continue.

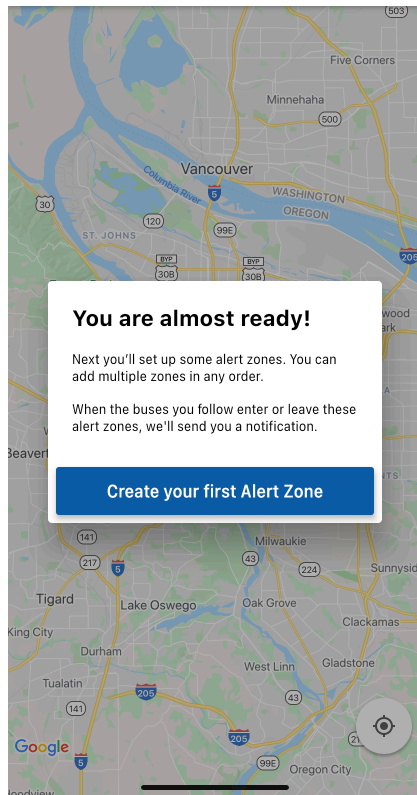


12. After you've entered your student information, create at least one Alert Zone to begin receiving notifications of the selected buses. Tap **Create your first Alert Zone** to continue.

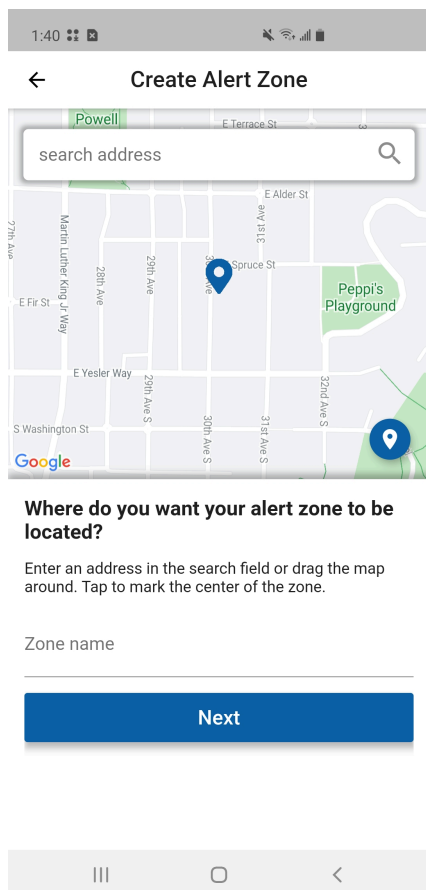
11:59



Welcome!









13. Enter an address in the search field or drag the map around. Tap the map to drop a pin at the center of the Zone.

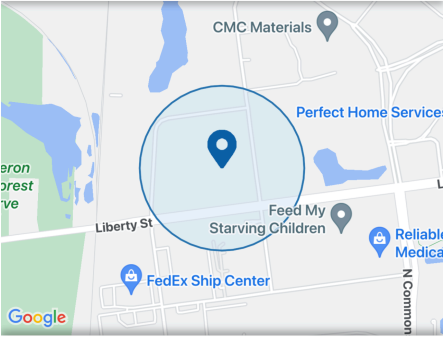


14. Name the Alert Zone. Tap **Next**.

15. Select all buses that go through the Alert Zone from the list of routes.

10:41     75

< **Create Alert Zone**  



Which routes go through this alert zone?

Select the routes for which you want to receive notification.

☒ **btest1**

☒ **Bus01-AM**

☒ **Scott Test PM-1**

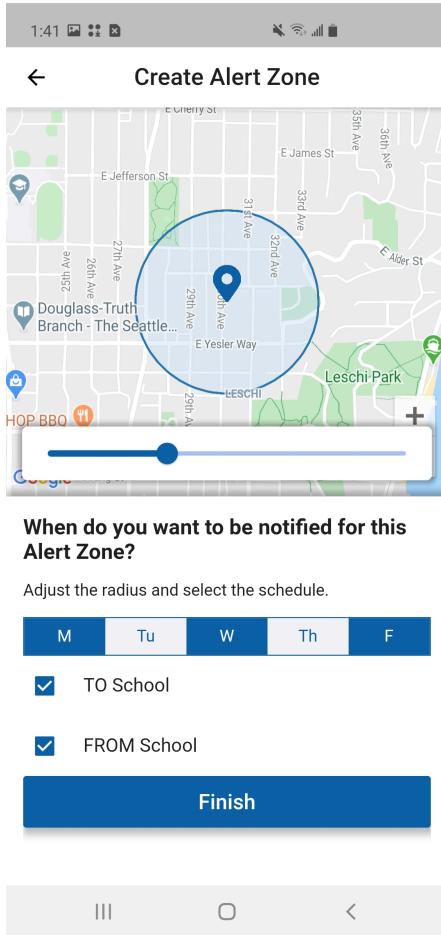
☒ **101**

Next

16. Tap **Next**.

17. Use the slider to adjust the radius of the Alert Zone.

18. Select the days of the week and time (either TO or FROM school) that you want to be notified.



1:41

← Create Alert Zone

When do you want to be notified for this Alert Zone?

Adjust the radius and select the schedule.

M Tu W Th F

☒ TO School

☒ FROM School

Finish

19. Tap **Finish** to set the Alert Zone.

How to set up an account for a caregiver

The process for creating an account for a caregiver (another family member, a babysitter, or other authorized guardian) is identical to setting one up for yourself. That authorized individual must download the app and follow account setup instructions above.

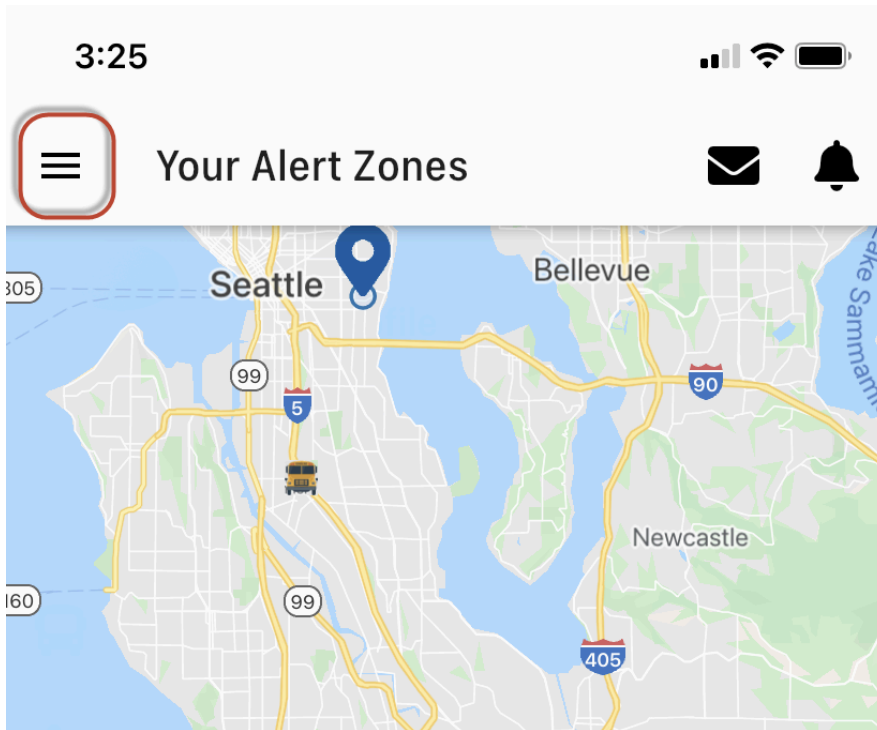
You need to provide that authorized individual with the school access code, student ID, and bus or route number.

The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.


How to add a student

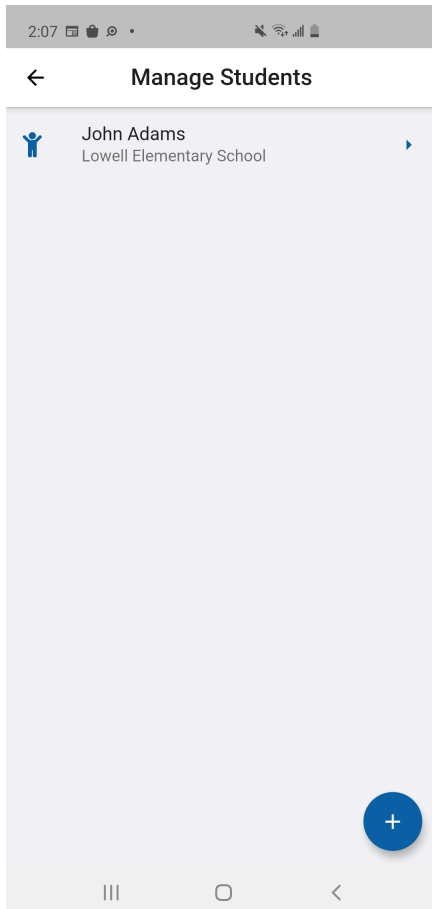
The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

1. Tap the Main Menu.



2. Tap **Students** or **Add Students**.

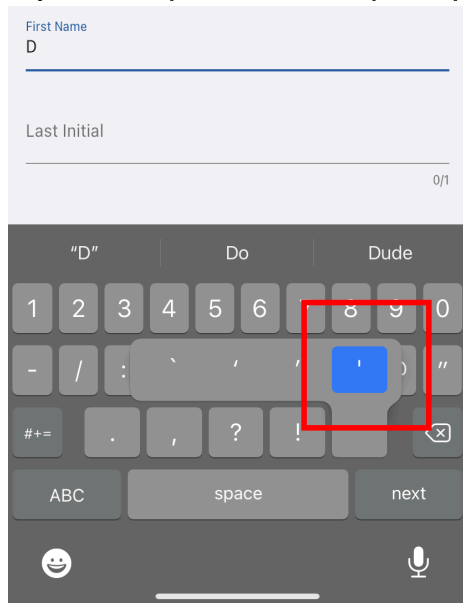
3. If you already have a student listed and want to add another student, tap  in the lower right-hand corner.



4. Enter your student's ID number, first name, and last initial.

iOS Users

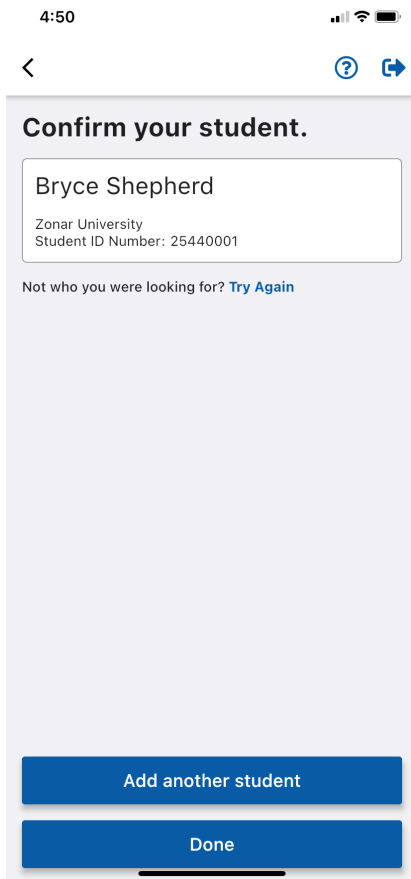
If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and hold the apostrophe key to select the correct one.



5. Tap Next.

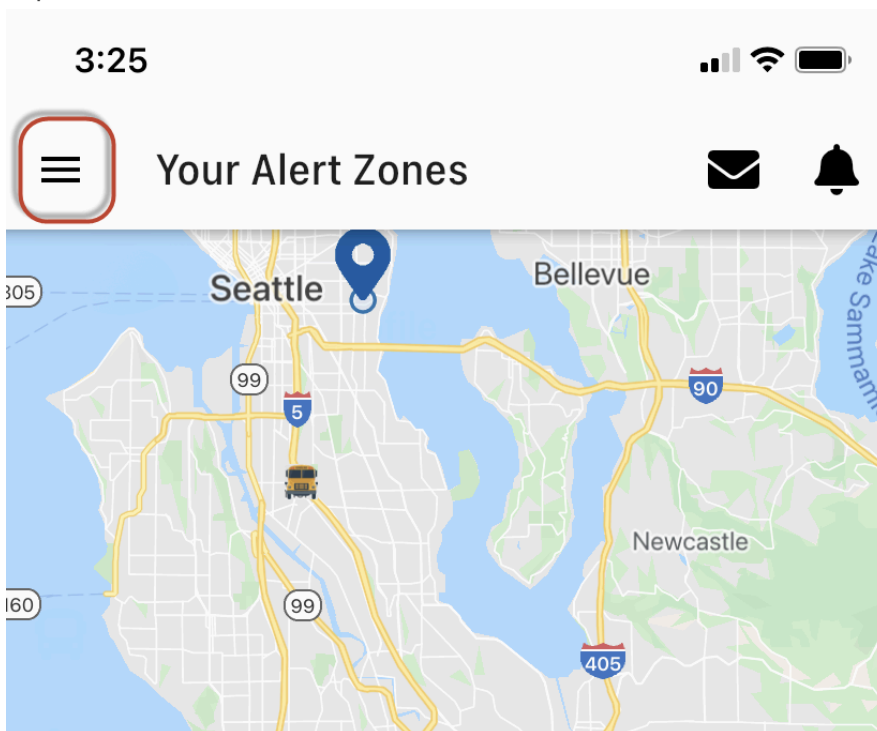
A screenshot of a mobile application screen titled "Enter your student's information." The screen contains the following elements: a status bar at the top showing the time 1:42 and various icons; a back arrow in the top left; instructional text stating "Their student ID is a unique identification number provided by the school."; three input fields labeled "Student ID Number", "First Name", and "Last Initial" (with a character count of 0/1); a link "Don't know their student ID number?" with subtext "Contact the school to find their number."; a prominent blue "Next" button; and a bottom navigation bar with three icons: a list, a home icon, and a back arrow.

6. Confirm your student's information, then click **Done**.



How to remove a student

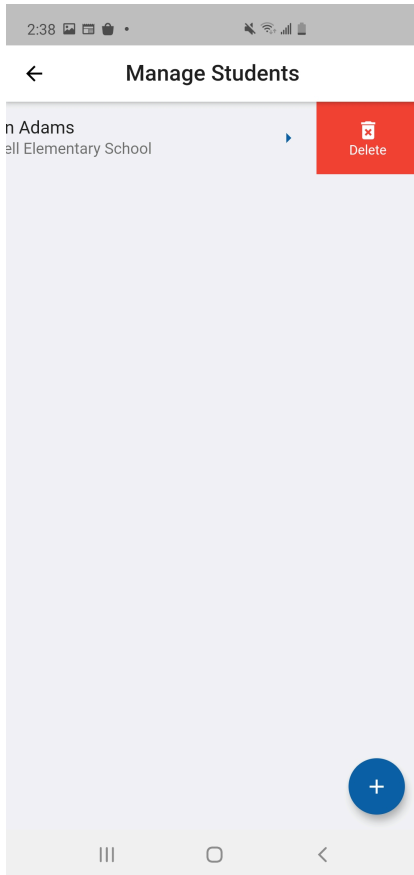
1. Tap the Main Menu.



2. Tap **Students**.

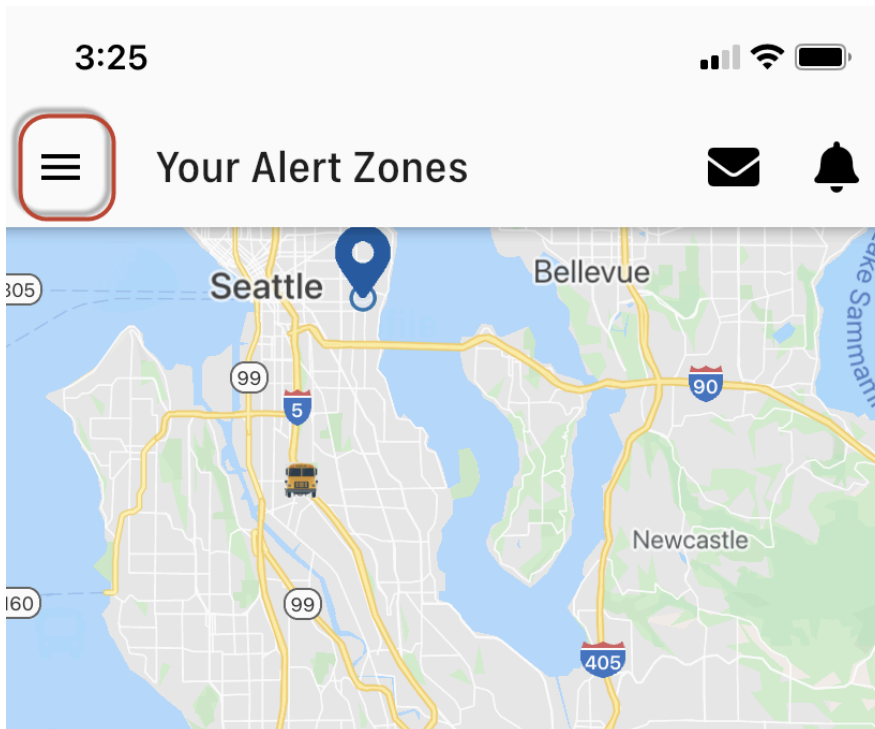
3. Swipe left on the student name you want to remove.

4. Tap **Delete**.




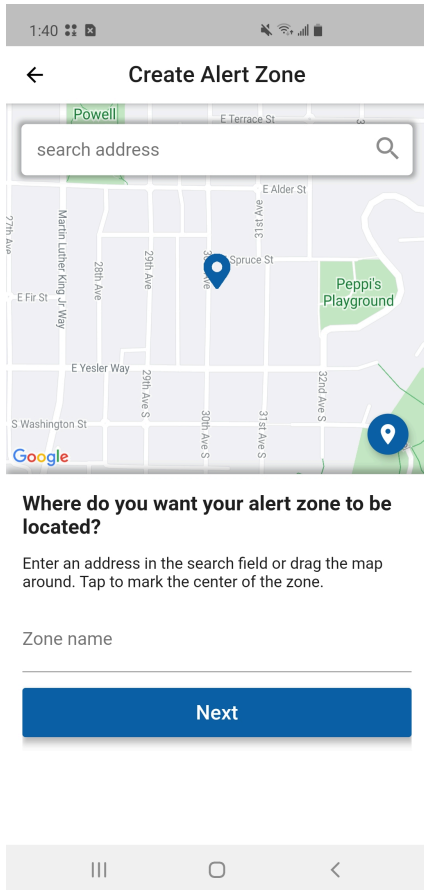
How to create an Alert Zone notification

1. Tap the main menu.



2. Tap **Create Alert Zones** or **Alert Zones**.

3. If you already have an Alert Zone listed and want to add another Alert Zone, tap  in the lower right-hand corner.
4. Enter an address in the search field or drag the map around. Tap the map to drop a pin at the center of the Zone.



1:40

← Create Alert Zone

search address

Where do you want your alert zone to be located?

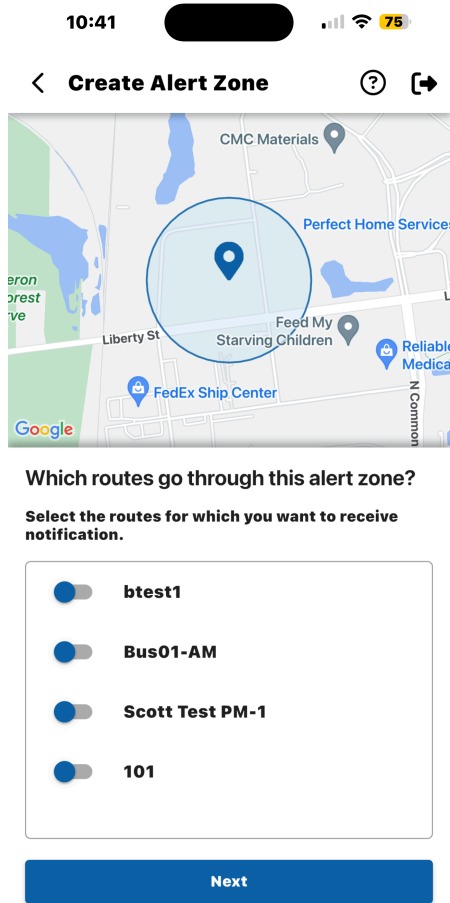
Enter an address in the search field or drag the map around. Tap to mark the center of the zone.

Zone name

Next

5. Name the Alert Zone. Tap **Next**.

6. Select all buses that go through the Alert Zone from the list of buses.



7. Tap **Next**.

8. Use the slider to adjust the radius of the Alert Zone.

9. Select the days of the week and time (either TO or FROM school) that you want to be notified.

Create Alert Zone

When do you want to be notified for this Alert Zone?

Adjust the radius and select the schedule.

M Tu W Th F

☒ TO School

☒ FROM School

Finish

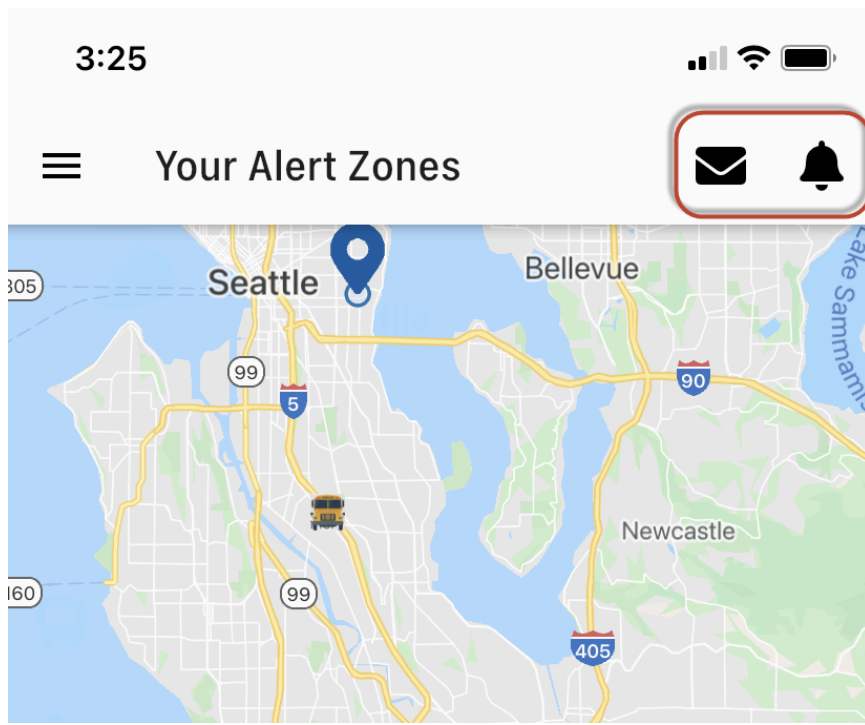
10. Tap **Finish** to set the Alert Zone.

School Notifications

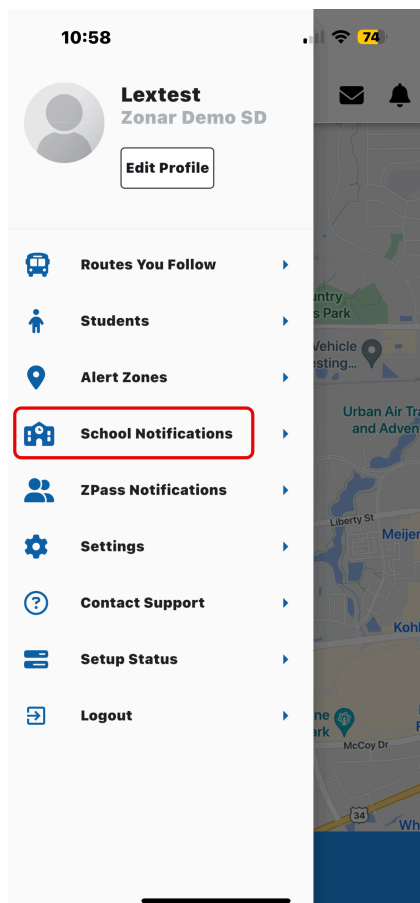
During the daily scheduled alert period, bus activity is viewable on the Alert Zone map. Alert Zones are indicated with a pin and the zone radius. Vehicles are indicated by a bus graphic.

Alerts and notifications from the school are pushed to your device and are indicated by a red number on the message or alert icons. You can access those alerts and messages by tapping on them.

If the GPS unit inside the bus is unable to send data to the cell network, the application cannot provide live bus location data.



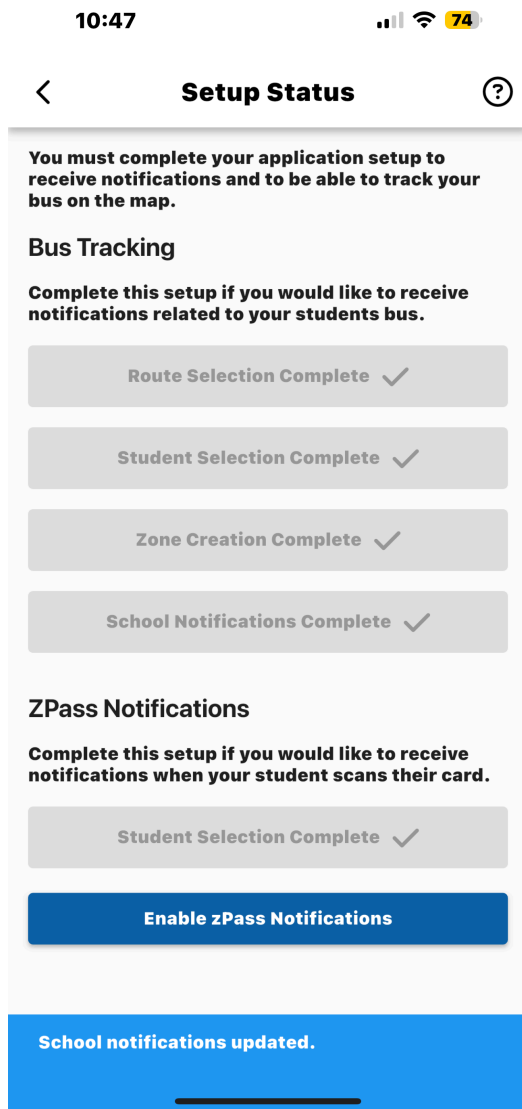
Tap **School Notifications** to confirm or change the Times at which the alerts are active — either going to school (Arrival) or returning from school (Departure). Slide the toggle buttons to activate those notifications for the school.



The screenshot shows a mobile app interface for setting school notifications. At the top, the status bar displays the time 12:02, signal strength, Wi-Fi, and battery icons. The app header includes a back arrow, the title "School Notifications", and a help icon. Below the header, a light gray box contains the instruction "Enter which school notification(s) you want to receive." The main content area has three columns: "School", "Arrival", and "Departure". Under the "School" column, the text "RHS" is visible. Under the "Arrival" and "Departure" columns, there are toggle switches, both of which are currently turned on (indicated by a blue dot on the right). At the bottom of the screen is a blue "Save" button.

Setup Status

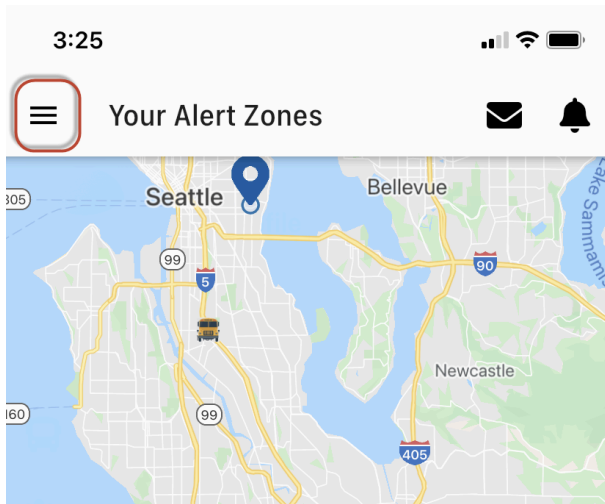
Completion of all sections is required to provide tracking information to you. If any of the sections have not been completed, a Setup Status screen appears at login. Those sections with checkmarks have been completed. Tap the buttons without checkmarks to enter setup information.



Confirm or Change Student Bell Time

If your school has staggered start and end times during the day (for example, for a special education program), make sure the correct bell time is associated with your student.

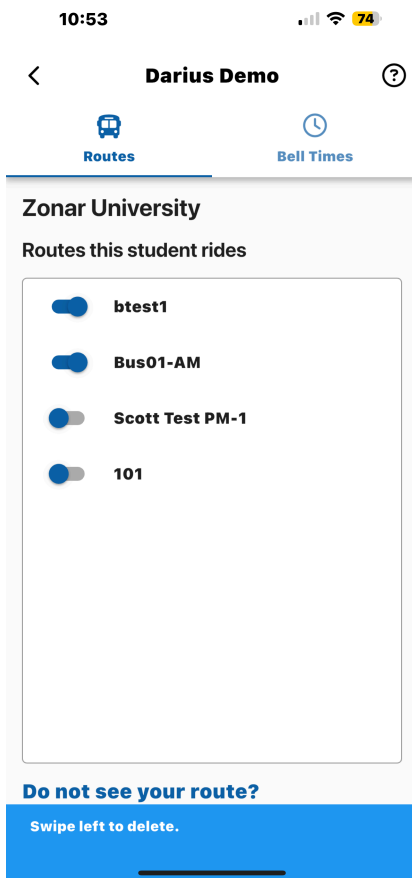
1. Tap the Main Menu.



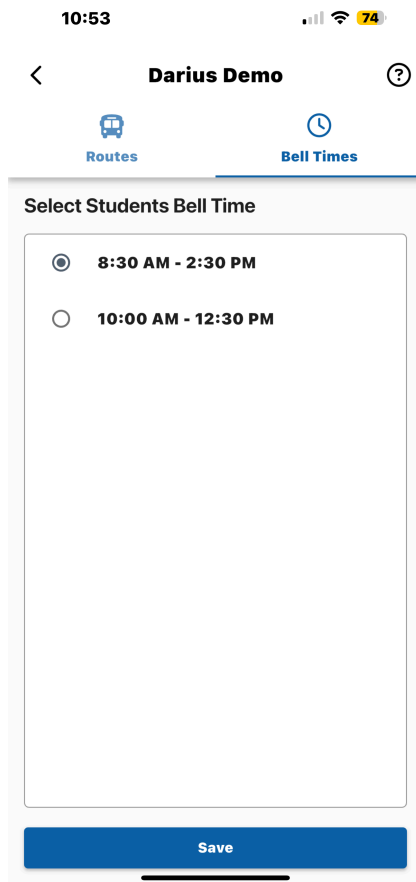
2. Tap **Students**.

3. On the Manage Student's page, tap on your student's name.

4. On the Routes tab, confirm which routes the student rides.



5. On the Bell Times tab, select the correct bell time for your student.



6. Tap **Save**.

BusZone Ridership

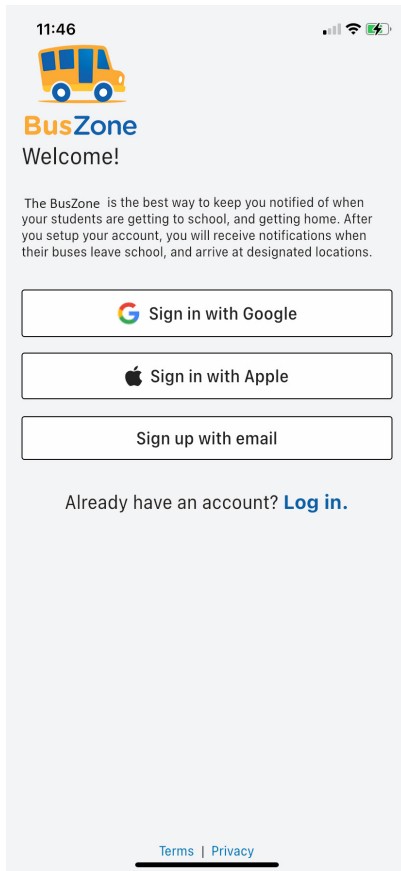
- [How to setup a Ridership account](#)
- [How to set up an account for a caregiver](#)
- [How to add a student](#)
- [How to remove a student](#)
- [Z Pass Notifications](#)
- [Setup Status](#)

How to setup a Ridership account

BusZone Ridership allows you to know when your student has scanned the card reader on the bus.

This feature is available only if your school district uses the Z Pass reader on buses and students have been issued a scan card.

1. Tap the application on your device to open it.



2. Tap one of the sign up/sign in methods:

- Sign in using a Google account
- Sign in using an Apple account
- Create a new account using an email address:
 - a. Enter your full name and email address.
 - b. Enter a password used to access the BusZone app.
 - c. Select the method you want to be notified about bus updates (either push notifications through the app or via email).

d. Tap Register.

11:48

< Create Account

Name

Email

Password

Password must be at least 8 characters long.

Choose how you would like to receive notifications:

☒ Push Notifications (preferred)

Register

3. Enter the access code provided by your school.

11:49

? ➔

Enter your access code

You should have received an access code from your school district. If you do not have an access code, contact your school.

Access Code

Submit

4. Tap **Submit**.

4:49

?

Enter your student's information.

Their student ID is a unique identification number provided by the school.

Student ID Number

First Name

Last Initial 0/1

Don't know their student ID number?
Contact the school to find their number.

Next

5. Enter your student's information, including the student ID provided by the school.

6. Confirm your student's information and click **Done** or **Add another student** to add another student.

4:50

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Confirm your student.

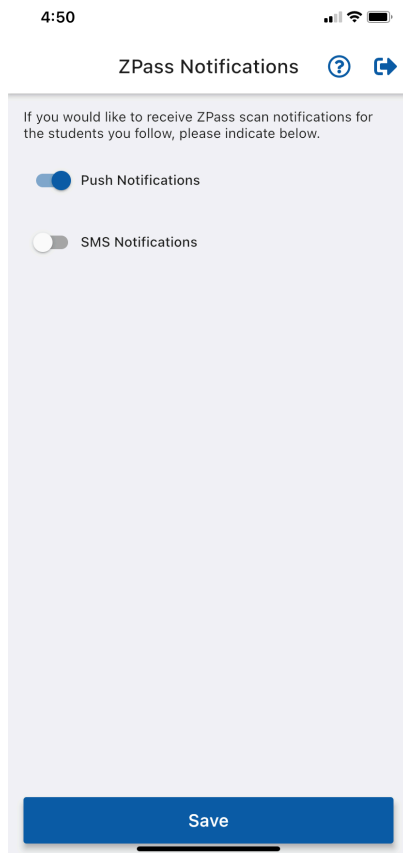
Bryce Shepherd
Zonar University
Student ID Number: 25440001

Not who you were looking for? [Try Again](#)

Add another student

Done

7. Select how you'd like to be notified when your student has scanned on or off their bus. You can select a Push notification through the app, a SMS (text) notification, or both.



8. Click **Save**.

How to set up an account for a caregiver

The process for creating an account for a caregiver (another family member, a babysitter, or other authorized guardian) is identical to setting one up for yourself. That authorized individual must download the app and follow account setup instructions above.

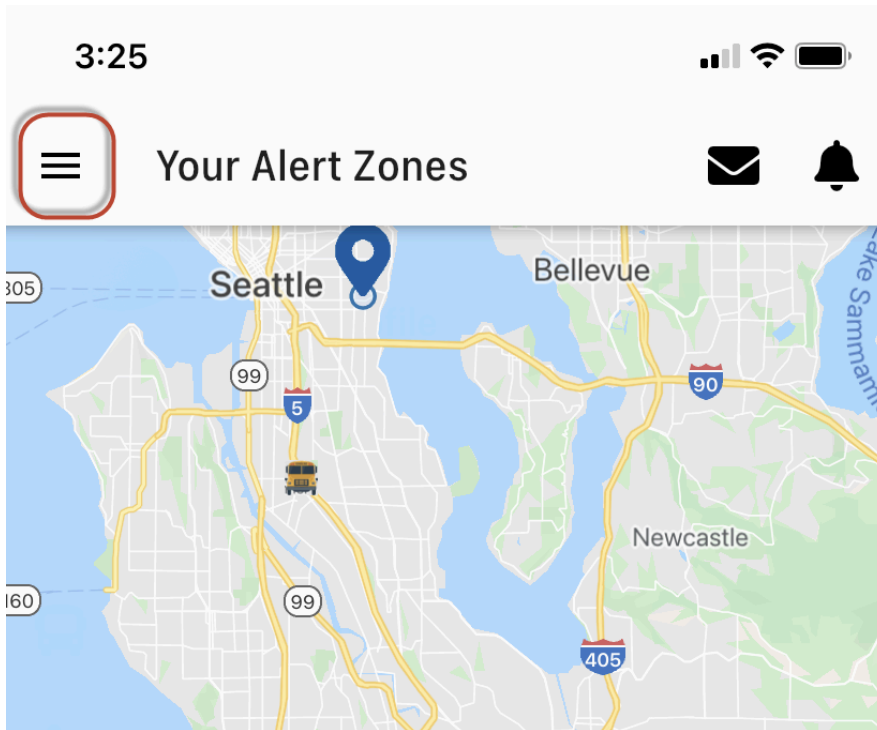
You need to provide that authorized individual with the school access code, student ID, and bus or route number.

The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.


How to add a student

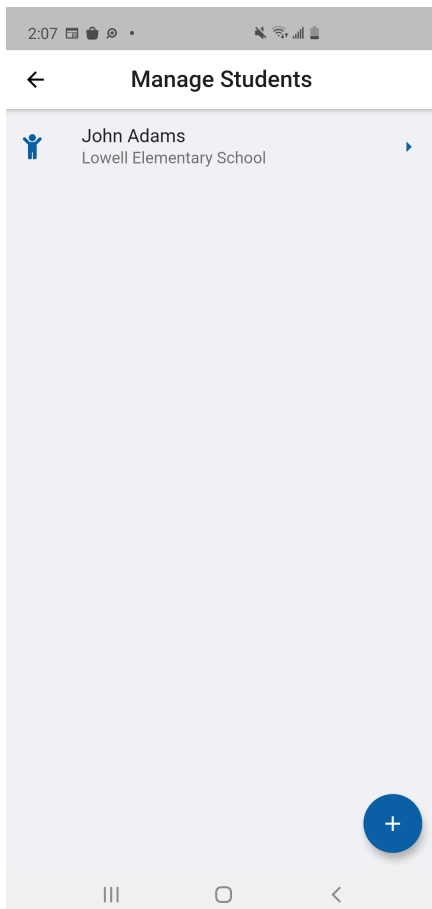
The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

1. Tap the Main Menu.



2. Tap **Students** or **Add Students**.

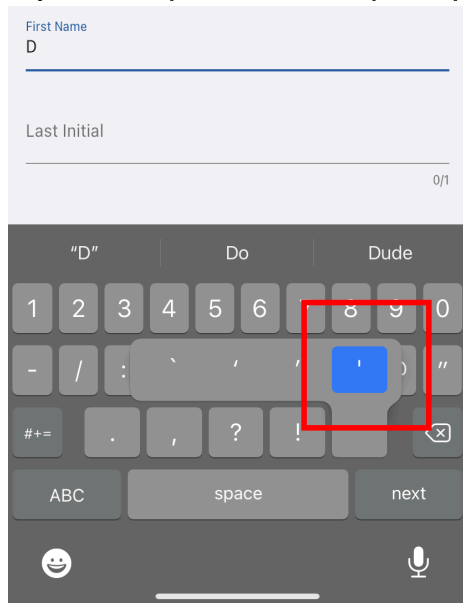
3. If you already have a student listed and want to add another student, tap  in the lower right-hand corner.



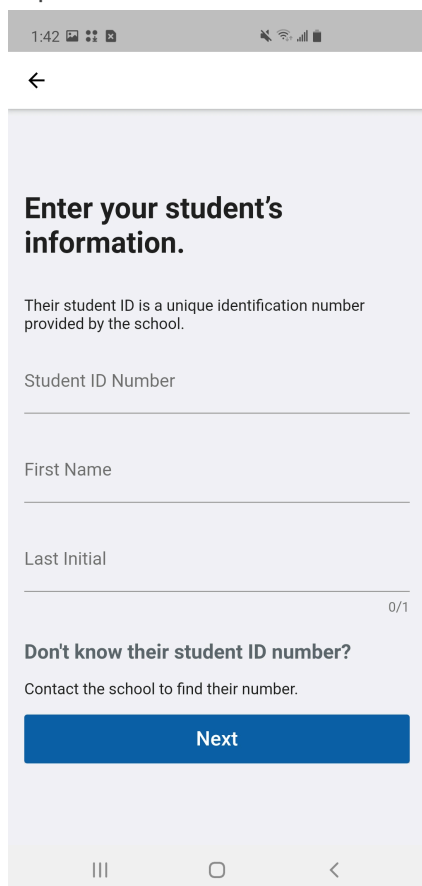
4. Enter your student's ID number, first name, and last initial.

iOS Users

If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and hold the apostrophe key to select the correct one.

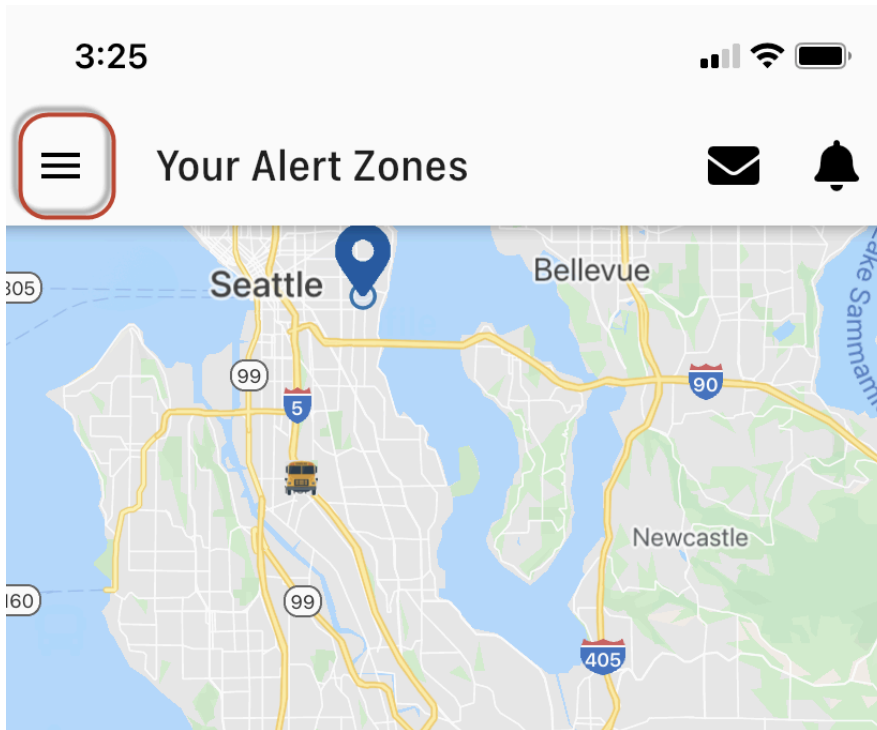


5. Tap Next.

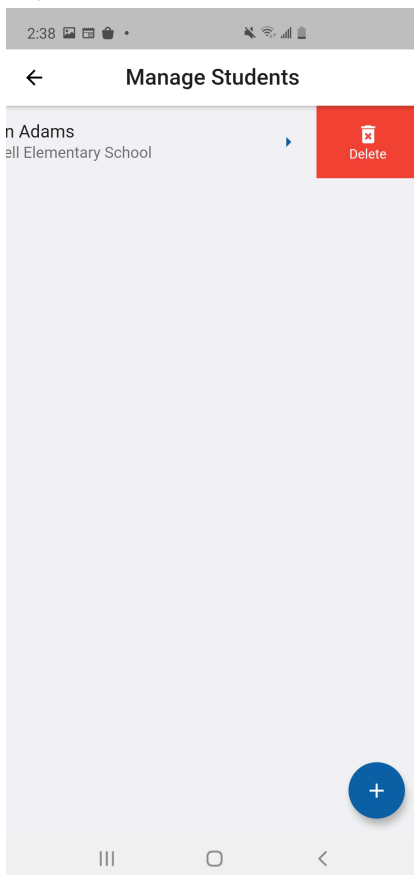


How to remove a student

1. Tap the Main Menu.



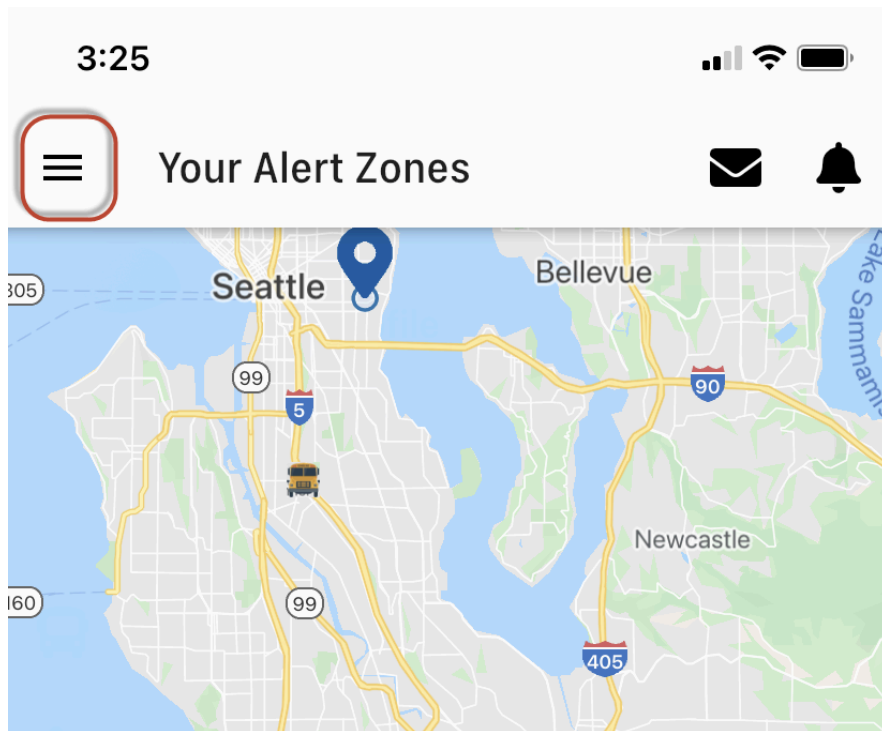
2. Tap **Students**.
3. Swipe left on the student name you want to remove.
4. Tap **Delete**.



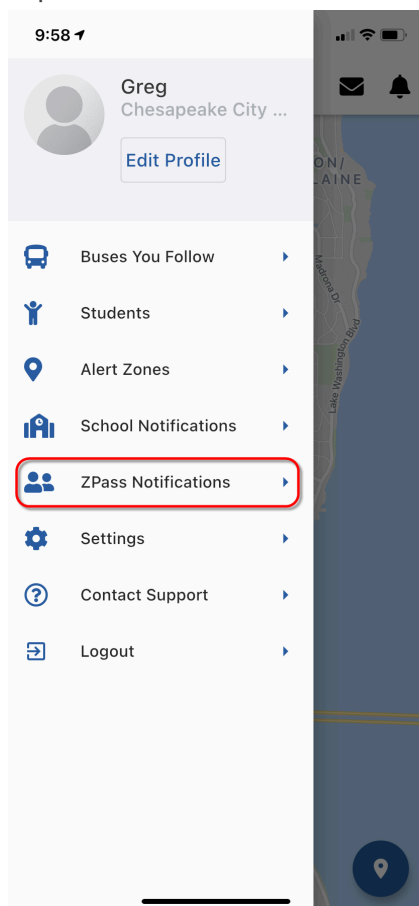
Z Pass Notifications

The Z Pass feature allows you to know when your student has scanned the card reader on the bus. This feature is available only if your school district uses the Z Pass reader on buses and students have been issued a scan card.

1. Tap the main menu.

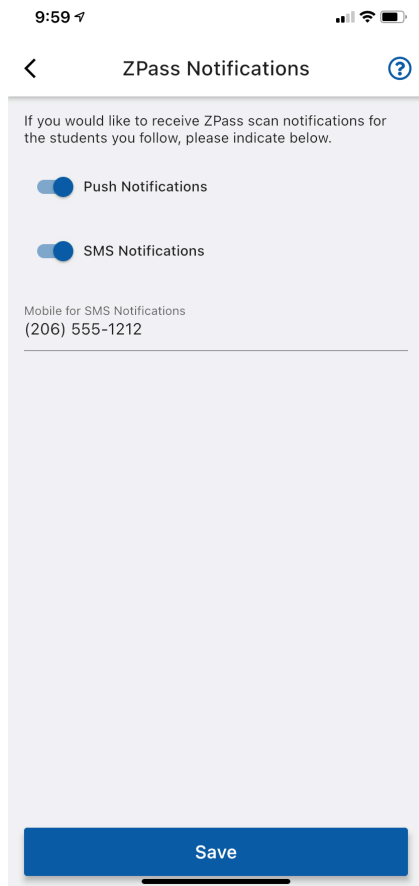


2. Tap ZPass Notifications.



3. Select the method that you would like to be notified.

- **Push Notifications** sends notifications through the application.
- **SMS Notifications** sends notifications via text message. You must enter your phone number to receive messages. Carrier fees may apply.



9:59

< ZPass Notifications ?

If you would like to receive ZPass scan notifications for the students you follow, please indicate below.

☒ Push Notifications

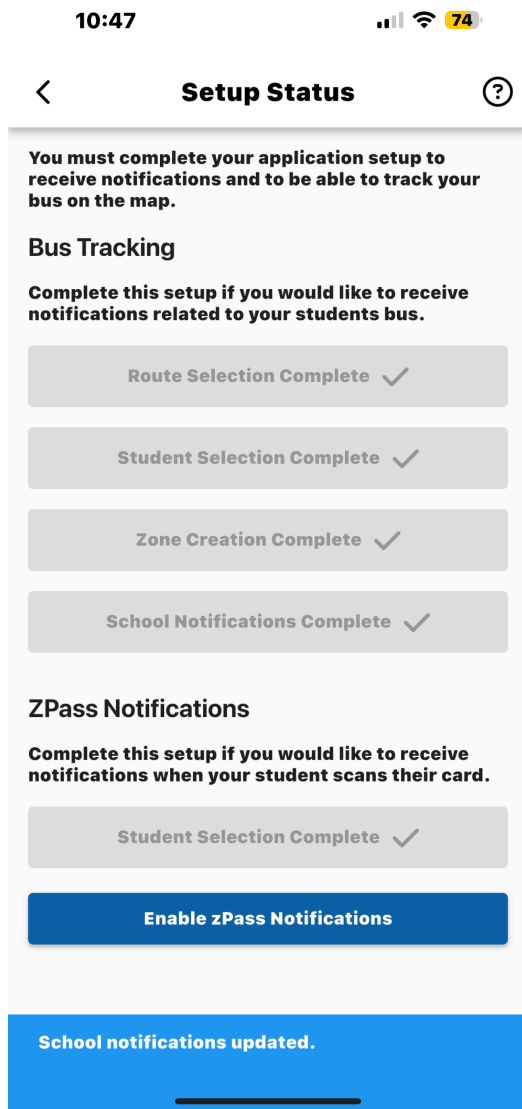
☒ SMS Notifications

Mobile for SMS Notifications
(206) 555-1212

Save

Setup Status

Completion of all sections is required to provide tracking information to you. If any of the sections have not been completed, a Setup Status screen appears at login. Those sections with checkmarks have been completed. Tap the buttons without checkmarks to enter setup information.

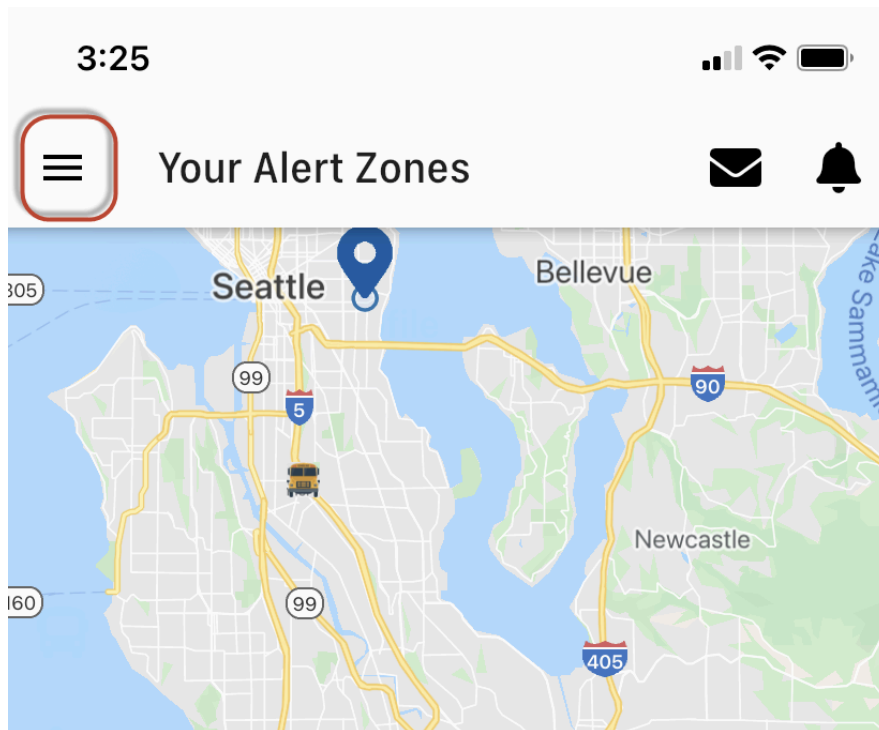


Settings

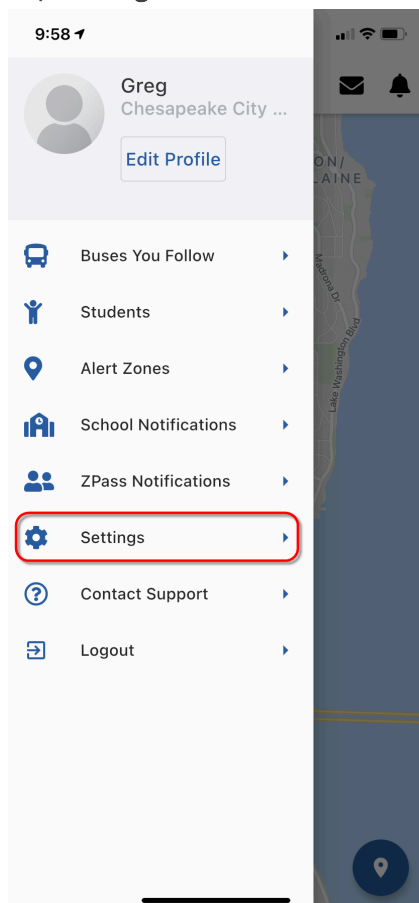
Alert Settings

Under Settings, you can turn off push notifications and edit how often your device auto-refreshes the bus location on your map.

1. Tap the main menu.

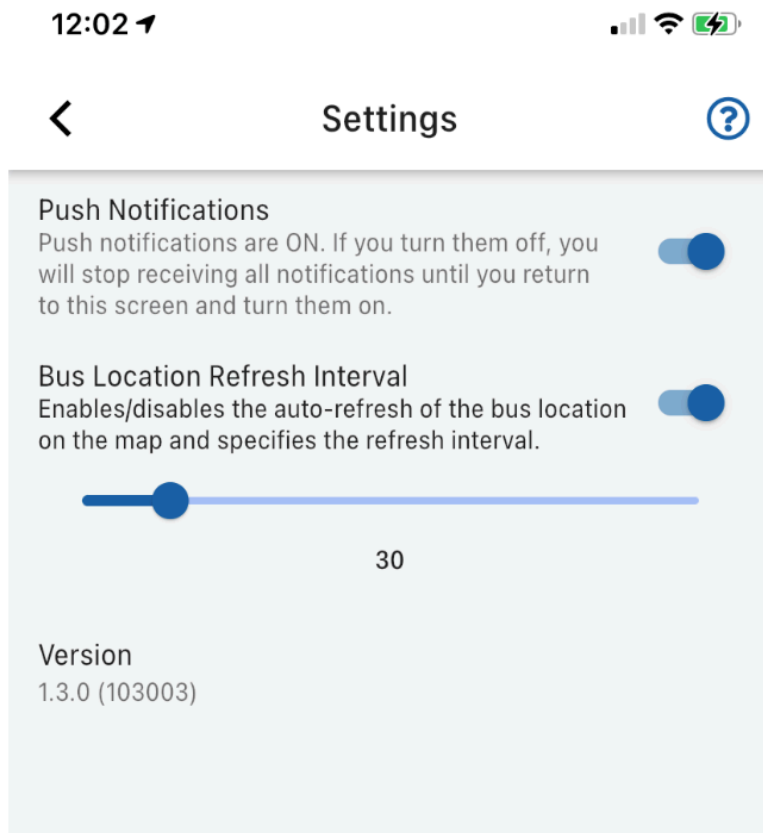


2. Tap **Settings**.



3. Toggle **Push Notifications** to turn all notifications—including school messages—off or on.
4. Toggle **Bus Location Refresh Interval** to enable or disable the auto-refresh function on the map. When the auto-refresh function is enabled, you can adjust how often the map refreshes (in seconds) by moving the slider. The lower

the number, the more frequently the map refreshes.

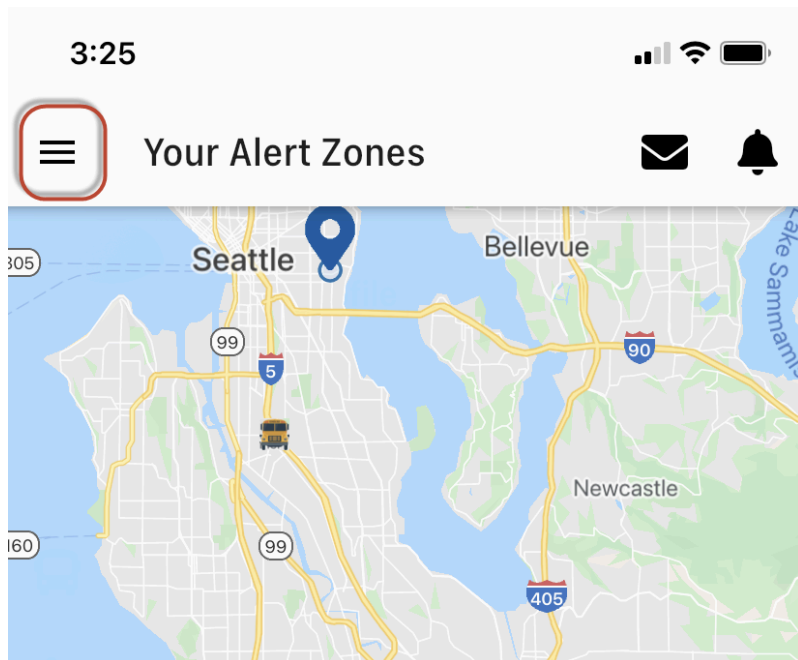


If the GPS unit inside the bus is unable to send data to the cell network, the application cannot provide live bus location data.

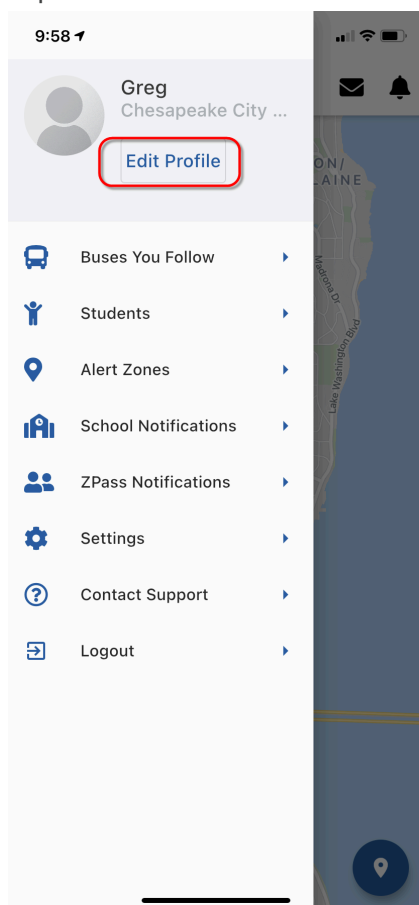
Profile Settings

In Profile Settings, you can change your name and password, or deactivate your account.

1. Tap the main menu.



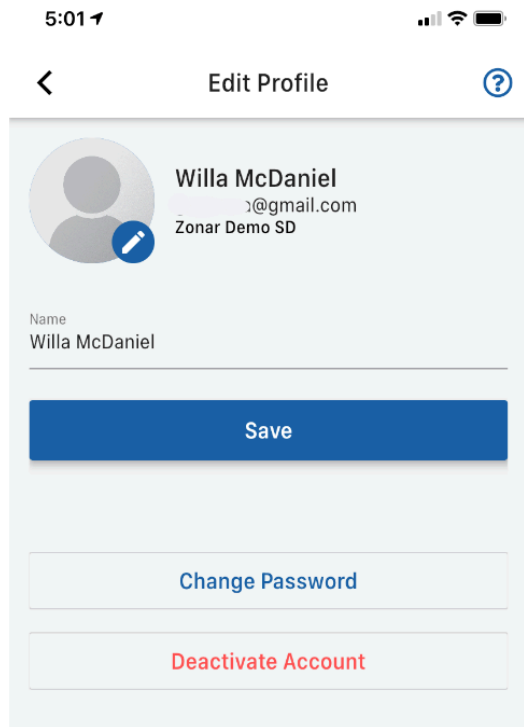
2. Tap Edit Profile.

3. Change your name and tap **Save**.

Tap **Change Password** to change your password.

Tap **Deactivate Account**, then confirm to deactivate your account. Deactivating your account means you will no longer be able to use the email address on file to re-register at a later time. All alert zones and selected student and bus information will no longer be associated with your profile. If you register again, you must use another email

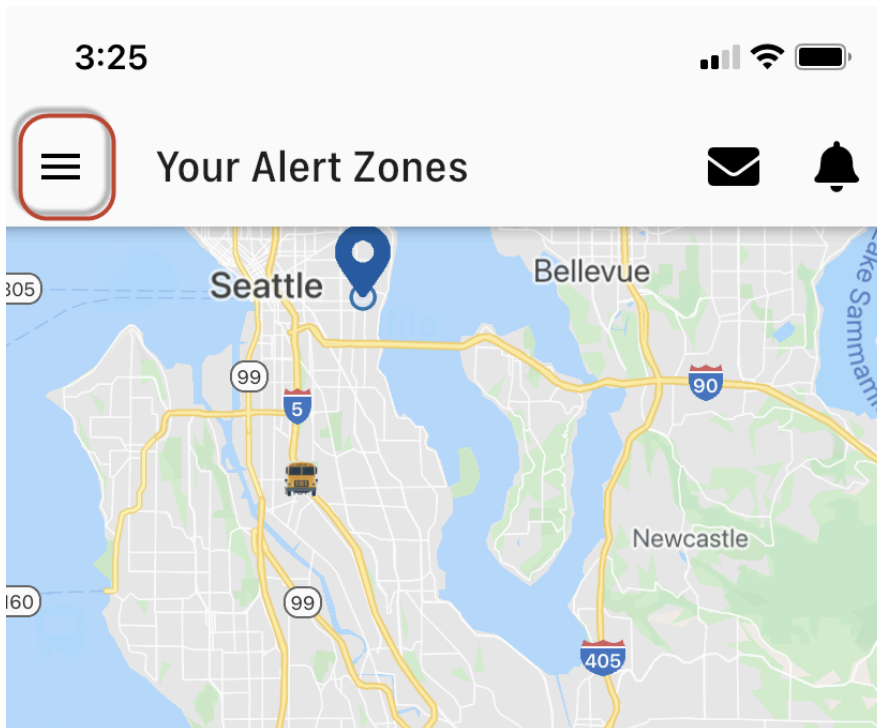
address.



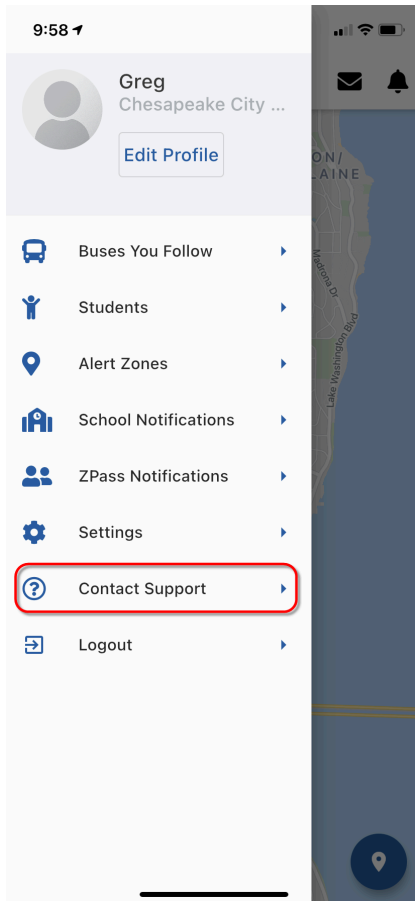
Support

Under Contact Support, you can access support documentation or send a message to the administrator of BusZone for your school.

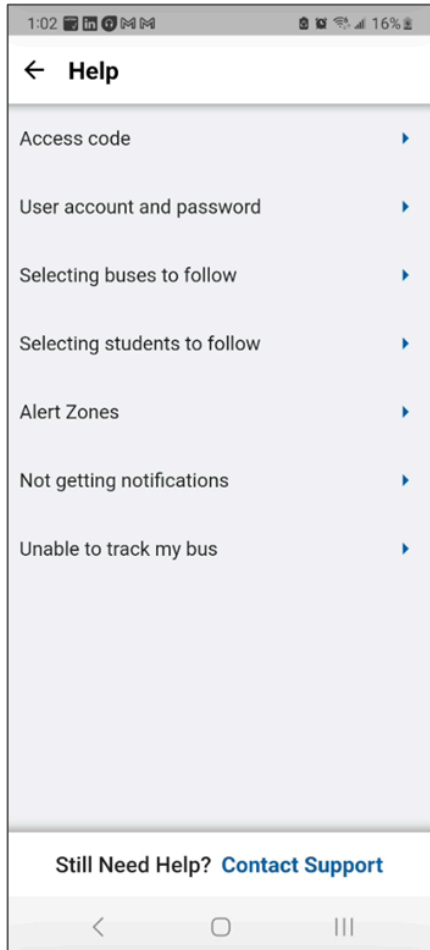
1. Tap the main menu.



2. Tap Contact Support.







3. For Support documentation, select from the list of Support topics and frequently asked questions.



To send a support request, tap **Contact Support**. then enter your name and email address in the open fields. Select a request category from the drop-down menu, and enter a message in the Message field.

4. Tap **Submit** to send the message.

12:01   


 Customer Support

For answers to frequently asked questions please visit:
<https://support.zonarsystems.net/hc/en-us/>

You can also leave us your contact info and a message here for someone to get back to you.

Name
Greg

Email
Gregory. @zonarsystems.com

Finding My Bus 

Message
I can't find my bus!

Submit

You message has been submitted to our support.