



## SMART tag™ Parent App

### Default Frequently Asked Questions

**Q: I submitted the request to link to my student and it's still showing as pending. How can I get this approved?**

**A:** The primary parent should have received a notification about the co-parent request. If possible, contact the primary parent and follow up. If the primary parent ignores the request or does not grant approval, please contact your school district's support info listed in the Parent App's Help Center.

**Q: Why don't all my students show up on my account? How can I add additional students to my account?**

**A:** SMART tag™ pulls information from your school district's system. Students are linked to the primary parent who has their email and/or phone number in the routing information system. If you are the primary parent and are unable to link to your student, please contact the Transportation Office so they can add the student to your account.

If the student is already linked to a primary parent, you can register as a co-parent in the Account section of the app. Tap "Link another student". Enter the student's ID, date of birth, and school name then submit the request. The primary parent or the district can approve the request.

**Q: Do I have the same privileges if I'm a co-parent?**

**A:** Like primary parents, co-parents can also view student profile, assigned routes, monitor riding activity, and sign up for SMART Alerts. The only features that co-parents do not have access to are adding/editing guardians (if enabled by the district) and approving other co-parents. If you believe that you should be the primary parent, please contact the district's support info listed in the Parent App's Help Center.

**Q: My spouse or other family members would like to create their own Parent App Account. How do they create one?**

**A:** Anyone can sign up to be a co-parent for a student as long as 1) the primary parent has completed their app registration and linked the student and 2) the primary parent or school district approves the co-parent request. Download the SMART tag™ Parent App and create an account. Manually link to the student by entering the student's ID, date of birth, and school name. Submit the co-parent request. The student will appear as "pending" in the co-parent's account until the request is approved.

## **Q: How do I add/edit the list of authorized guardians who can pick up my student at their bus stop?**

**Depending on district configuration:**

Option 1:

A: Please contact your school district's support info listed in the Parent App's Help Center. They will be able to update the guardian list for you.

Option 2:

A: Only primary parent account holders can make changes to guardian information. If you're the primary parent, you can make changes under "Guardians" when logged in to your Parent App account. If you're a co-parent, you can contact the primary parent or the school district to make the changes for you.

## **Q: How can I update my personal information such as name, email address, or cell phone number?**

A: Please contact your school district using the support info listed in the Parent App's Help Center.

## **Q: The address listed for my student is incorrect. How can I get this corrected?**

A: Please contact your school registrar to update your primary address. Please note that there is a verification process for address changes and any change will take 24-48 hours from the completion of the verification process until it reaches the SMART tag™ system. Also as your student has been routed to and from your primary home location (which is used to determine your zoned campus), changes to your primary address will affect your student's route information.

## **Q: Will my student be allowed to ride the bus if they lose their SMART tag™ card?**

A: SMART tag™ has been designed with the capability to load and unload students even if they have lost or misplaced their card. However, please contact your school district for their specific policy or bus riding rules.

If your student's card becomes lost or misplaced, please have the card replaced as soon as possible. Manual loading and unloading of students slow down the process and can cause significant route delays.

## **Q: What are SMART Alerts and when are they sent?**

A: SMART Alerts are push notifications that keep you updated on your student's riding activity. You get to choose what type of SMART Alerts you'd like to receive. Settings are done per student.

- Arrival alerts let you know when the bus is on the way to the stop in the morning (To School) and in the afternoon (To Home, only sent if your student loaded the bus). The notification will let you know if the bus is arriving early, on time, or late relative to your student's designated stop time.
- Load and Unload alerts let you know when your student is on/off the bus.

## Q: Where can I find my student's designated stop time?

A: In the app, go to the student profile then "Assigned routes".

## Q: Why am I not receiving SMART Alerts?

A: There could be several reasons why you are not receiving SMART Alerts. Please verify the following information to make sure everything is set up correctly.

- Verify that push notifications are on. Go to Account > Push notifications.
- Verify that SMART Alerts are on for each student and each setting that you selected (To school/To home/Load/Unload).
- Verify that a route(s) is assigned to your student.
- Verify that the route(s) assigned to your student matches the actual route they're riding.

If the preceding information is correct and you are still not receiving SMART Alerts, please contact your district's support info listed in the Parent App's Help Center.

## Q: What will I receive in my Inbox?

A: Your inbox will contain push notifications regarding bus arrival status. Additionally, if your school sends any notifications, you will receive these in your Parent App inbox and your email inbox (if your email is in the School Information System).

## Q: Why can't I see the bus anymore for the entire route?

Only for districts with SMART Locate.

A: Based on feedback from school districts nationwide and for the safety of students and drivers, the live map location of the bus will only be available for a limited time – from the time you receive the SMART Alert arrival notification (default 15 mins) up to the time the bus leaves your home stop. You must have your To School/To Home settings enabled. The Parent App includes new features that let you choose a time setting for bus arrival notifications (20 mins max). You can also sign up to be notified each time your student loads/unloads the bus.