SMART Alerts Updates & FAQs

We have made recent updates to SMART Alerts. Please review this document for important information.

What are SMART Alerts?

SMART Alerts are notifications that are sent to parents who wish to be notified when the bus is near the bus stop. Parents must opt-in within the Parent Portal to receive these.

When are SMART Alerts sent?

SMART Alerts are sent when the bus is on the way to the stop in the morning (always) and in the afternoon (only if your student is loaded on the bus).

When are SMART Alerts not sent?

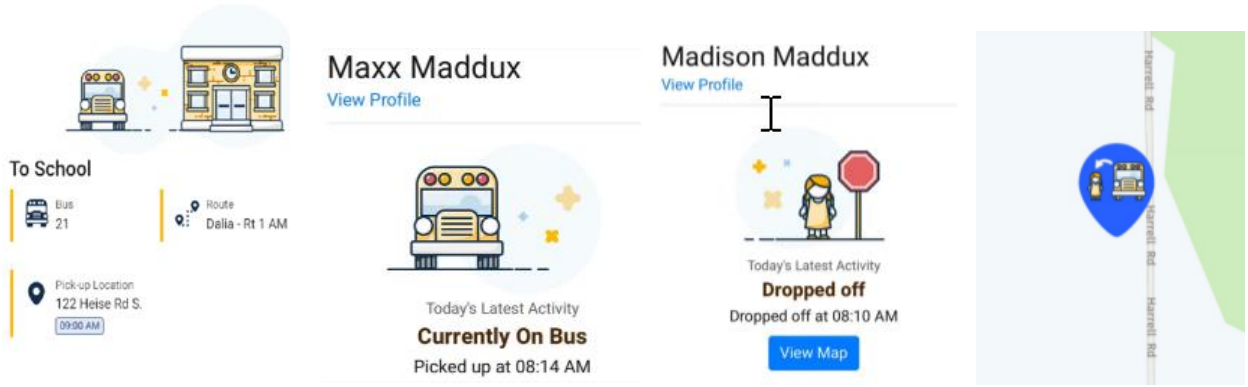
SMART Alerts are not sent when your child scans on and off the bus however, you are able to view your student on the bus within your Parent Portal.

How do I locate my student's scheduled stop time?

Go to Parent Portal > View Student > View Assigned Routes

How do I know my student is on the bus?

View live activity on your Parent Portal.



Types of SMART Alerts

1. **Bus is estimated to arrive earlier than the scheduled stop time.**
   "Bus 121 for Blake is ahead of schedule. Arrive [10] minutes prior to the scheduled stop time. Alert sent at 7:40 AM"
   - The message is the same in the AM and the PM for a bus that is estimated to arrive before the scheduled stop time. Both are alerting the student/parent that the bus is estimated to arrive at the bus stop early to either board the bus or meet your child (if applicable). You can find your student's scheduled pickup and drop off time in your parent portal under assigned routes.

2. **Bus is estimated to arrive on time.**
   "Bus PM1 for Zazu is estimated to arrive at the scheduled time. Arrive 5 minutes early. Alert sent at 3:51 PM"
   - The message is the same in the AM and the PM for a bus that is estimated to arrive on time. Both are alerting the student/parent that the bus is estimated to arrive around the scheduled pickup and drop off time listed in your parent portal.

3. **Bus will arrive anytime now.**
   "Bus 432 for Jenny is estimated to arrive at bus stop anytime now. Alert sent at 3:40 PM."
   - This is a special message that is only used when the tablet has a late trigger on the alert (less than 5 minutes to arrival).

4. **Bus is delayed.**
   "Bus 654 for Dave is delayed. Remain at the bus stop until the bus arrives. Alert sent at 7:30 AM."
   - The message is the same in the AM and the PM for a bus that is estimated to arrive after the scheduled stop time. Both are alerting the student/parent that the bus is delayed and to please remain at the stop to either board the bus or to meet your child in the afternoon (if applicable).

Not receiving SMART Alerts?

There could be several reasons why you are not receiving SMART Alerts.

- Ensure you have the correct phone number on the account.
- Ensure you have the correct phone carrier listed.
- Ensure you have completed the verification process for your phone number.
- Verify that SMART Alerts are checked for each individual student, including AM and PM if desired.
- Verify that a route/s is assigned to your child.
- Verify that the route/s assigned to your child matches the actual route they are riding.
- Verify that you did not opt out of receiving alerts. To opt back in text "UNSTOP" TO 833-742-0656.

Need to Register for Parent Portal, see below for directions on how to activate your account.

Welcome to the SMART tag™ Family

Dear Parents,

Central Unified School District has launched SMART tag™ Parent Portal, which changes how students ride the bus. These exciting program will improve student safety and security while riding their bus. SMART tag™ is a student ridership authorization solution, which, simply put, will ensure your child is getting on the right bus and off at the right stop.

How it Works

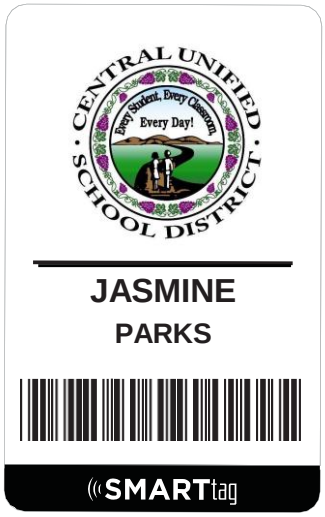
Each student will be issued a SMART tag™ card. They will scan this card on a card reader when they get on the bus and when they get off. SMART tag™ will authorize the student, or alert the driver through the onboard tablet computer if:

- A student attempts to get on a bus that does not go to their school
- A student attempts to get off at a stop that is not their assigned stop









Your child's card will look similar to the one above

Parent Portal -Sign up for access to your child's bus ridership.

The SMART tag™ Parent Portal will allow parents to view their children's riding activity, current riding status (on bus, dropped off, or has not ridden), manage text notifications, and more.

Central Unified's Parent Portal Website:

https://parent.smart-tag.net/@centralunified.

Parents add their children using the student ID, date of birth, and campus name. From there you can sign up for SMART Alerts (optional)

Central Unified's Parent Portal QR code:

Learn more about SMART tag™ at www.smart-tag.net