



SMART tag™ Parent App

Default Frequently Asked Questions

Q: I cannot link to my student. The app says that my student has not been linked to a primary parent account yet. What can I do?

A: If you are signing up as a co-parent, please contact the primary parent so that they can complete registration. Once they are registered and linked to the student, you can resubmit your co-parent request to them. If you believe that you should be the primary parent, please contact your school district as listed in the Parent App's Help Center.

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 ask them to approve. If the primary parent ignores the request or does not grant approval, please contact your school district as listed in the Parent App's Help Center.

Q: How can I add additional students to my account?

A: In the Account section of the app, select **Link another student** then enter the student information. If you are the primary parent for the student (your email and/or phone number is in the School Information System), you will be recognized and can proceed with linking to the student. If you're unable to link to your student, please contact the school district as listed in the Parent App's Help Center. If the student is already linked to a primary parent, you can register as a co-parent and submit the request to the primary parent. 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 can manage these settings per student.

- Arrival alerts are sent when a bus is on its way to your stop to pick up or drop off a student (drop-off alerts are only sent if the student loaded the bus). You can customize when the alerts will be sent (default 20 mins). Note that if your stop is near the transportation depot or campus where the bus is coming from, you may receive alerts within a smaller window of time, regardless of your chosen setting.

Disclaimer: The SMART tag™ system uses the bus's GPS location and your stop's estimated time of arrival to send these alerts. The timing of alerts can be affected by factors beyond our control; including, but not limited to traffic conditions, communication services, route accuracy, and route start times.

- Load and Unload alerts let you know when your student has scanned 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 your student stopped riding the bus for a prolonged period (typically 30 days, but can be configured by districts), they may have become an inactive rider. SMART Alerts are only sent to active riders and are paused when they become inactive. This should resume after your student rides the bus again.

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 your student's load/unload/bus arrival status (depending on your settings). Additionally, if your school sends any notifications, you may receive these in your Parent App inbox and/or your email inbox (if your email is in the School Information System), depending on the communication method your district chooses.