

My Ride K-12 Helpful Tips

Problem

Solution

When trying to log-in to the app it just keeps spinning or booting me out

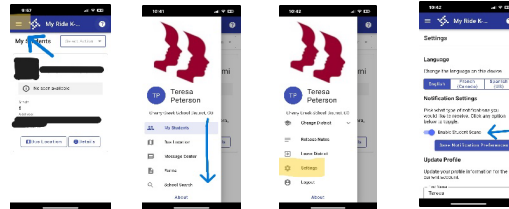
Please double-check that you are using the correct email address that was used to register in the app originally. If you are unsure of that information please contact Teresa Peterson at 720-554-4647.

Tyler is telling me that CCSD deactivated my email

Please contact Teresa Peterson at 720-554-4647 . We did not deactivate any emails, so it could just be that your email was never confirmed and therefore never activated.

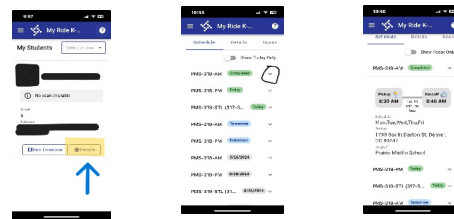
I am not getting notifications of my student scans

Please make sure that you go to Menu/Settings in the app and select "Enable Student Scans".



The app is not showing a route for my student.

If your student has been routed, when you open the app, you should see a tab called "Details". When you click on that you should see route information for your student. It will be 3 letters, followed by 3 numbers and an AM, PM, or STL (ex. GVH-999-AM). To the left you will see a down arrow that when you click on it, will show you the detailed stop information.



The app is asking for my student's ID #. Where do I find this?

You can obtain this from your student's school.

When I try to link my student,, I get an error message that says "Your student has been linked the maximum # of times"

Please call Teresa Peterson at 720-554-4647 and she can assist you.

The app is saying that my student has special needs and they do not.

If you are basing this on the message at the top of the app regarding contacting Transportation if your Special Needs student is not riding today, that is a generic message that is on all accounts. It is not specific to your student.

Should I wait until the Bus Location feature shows the bus at the stop before I leave to meet my child

We ask that parents use the Bus Location tool as a guide and not as a specific pick up or drop off time. Best practice is to be at the bus stop as soon as school dismisses for the day.

How do I let my nanny or babysitter have access to the app?

They will need to download the app and create an account. You will need to go into your student, click the actions dropdown and then share with them using their email.

