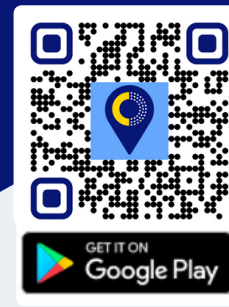


BEACON CONNECT family APP



Download the App:
Search **BC Family** in your app store

BEFORE YOU LOGIN

The Beacon Connect Family App offers Westborough families peace of mind by providing **real-time updates** on your child's school bus location, notifications for boarding/arrival, and alerts for delays or emergencies.



Ensure the **phone number** you login with is the same as the contact number listed with the school district.



Bus Route Number: You will need to know your students school and bus route number.

DOWNLOAD & LOGIN TO THE APP

Securely log in to Beacon Connect Family with your phone number and a two factor authentication code ensuring only authorized personnel can track the student's bus. *Click on the Need Help button to change the language.*

1 Open your camera on your phone, scan the appropriate barcode and select download.

2 Select Sign In to begin the login process. Select "Need Help" to change the language.

3 Enter your cell phone number. This number must be on file with the school district. Enter the verification number sent via text.



The login screen features the Beacon Connect logo at the top. Below it is a blue 'Sign In' button. Underneath is a white button with a face icon and the text 'Sign in with Face ID'. At the bottom, there is a line of text: 'By using this app, you agree to [Beacon's Family Agreement](#) and [Privacy Policy](#)'. A yellow circle highlights a 'Need Help' button with a question mark icon in the bottom right corner.

The 'Sign In' form has a title 'Sign In' and a label 'Phone Number'. It contains a text input field with the value 'US +1 (999) 999-9999'. Below the input field is a small note: 'Use the phone number provided to the district'.

The 'Verification Code' form has a title 'Verification Code' and a label 'Please enter the 6-digit verification code we sent to your phone number ending in ***1234'. It includes a 'Wrong number?' link and a numeric keypad with the digits 5, 3, 1, 7, 8, 4.

In your app store you can also search **"bc family"**

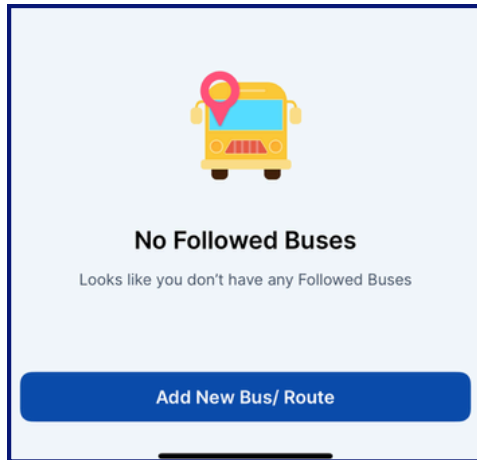
BEACON CONNECT family APP



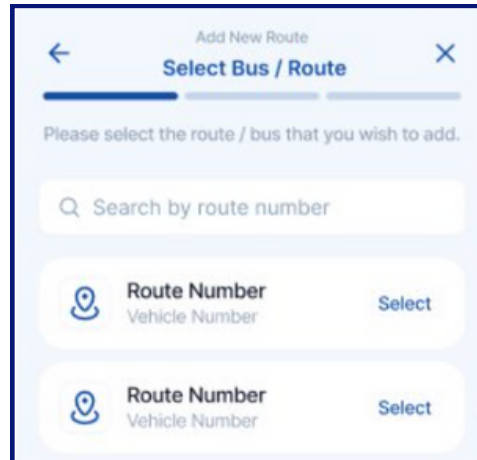
[Scan or click to watch the video tutorial](#)

APP SETUP

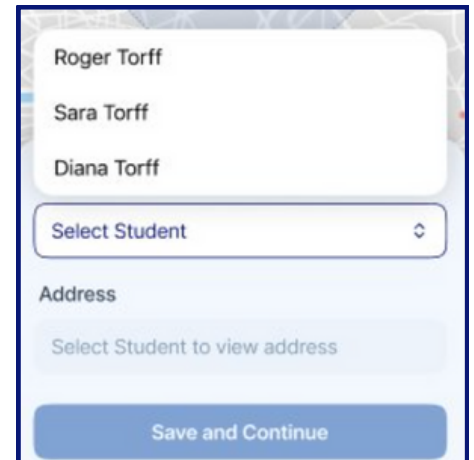
- ④ Click on "Add New Bus/Route."



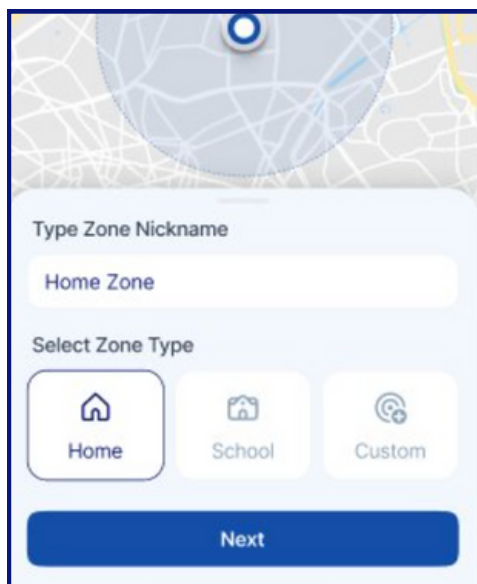
- ⑤ Select the route you want to follow.



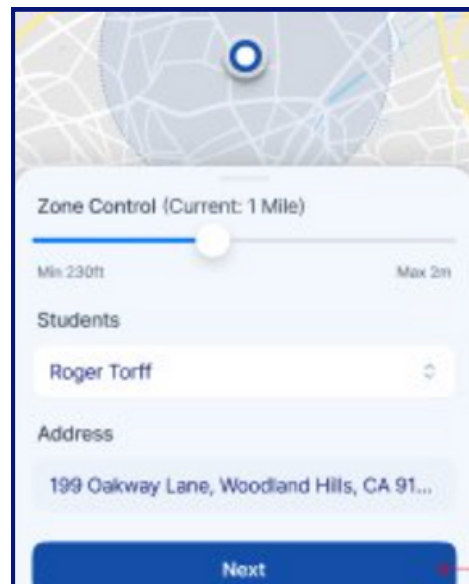
- ⑥ Select your student.



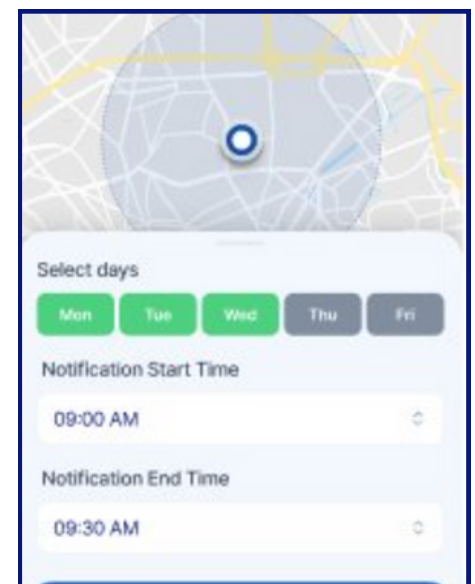
- ⑦ Select a zone type.



- ⑧ Adjust your zone size.

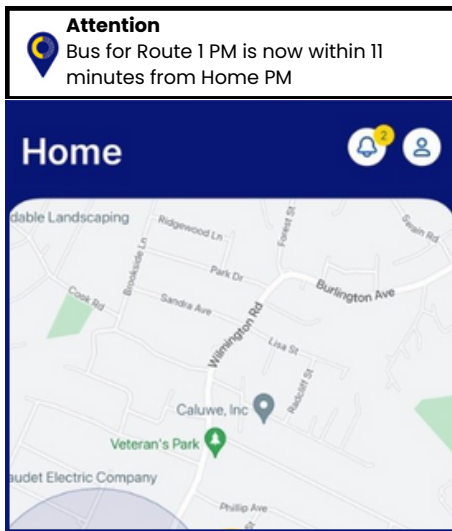


- ⑨ Select the desired days/time you would like to receive notifications.

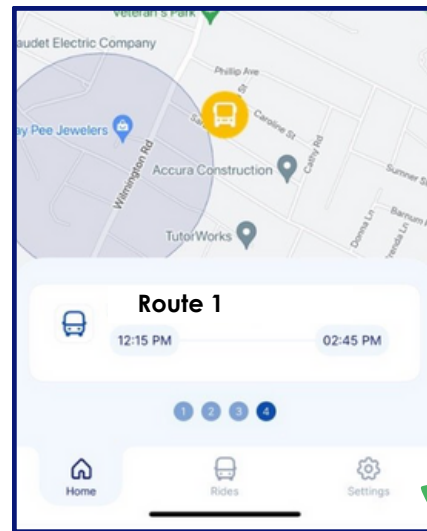


APP SETUP CONT...

- ⑩ Receive a notification whenever the bus enters a zone.



- ⑪ Track the bus in real time.

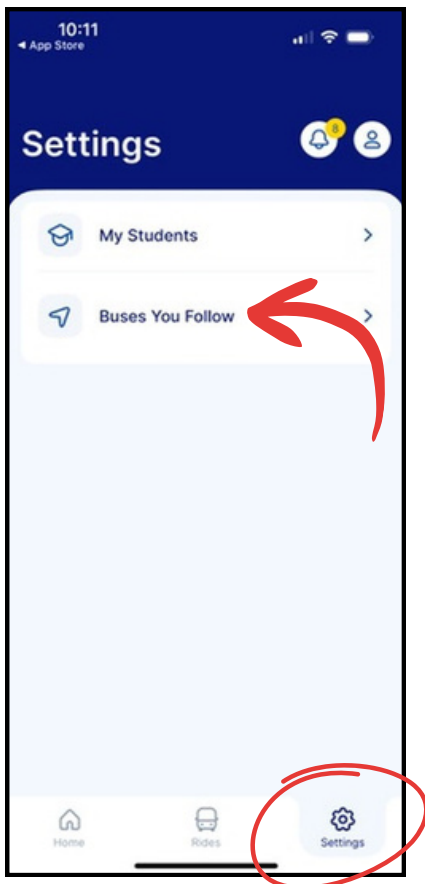


Use the Settings button to:

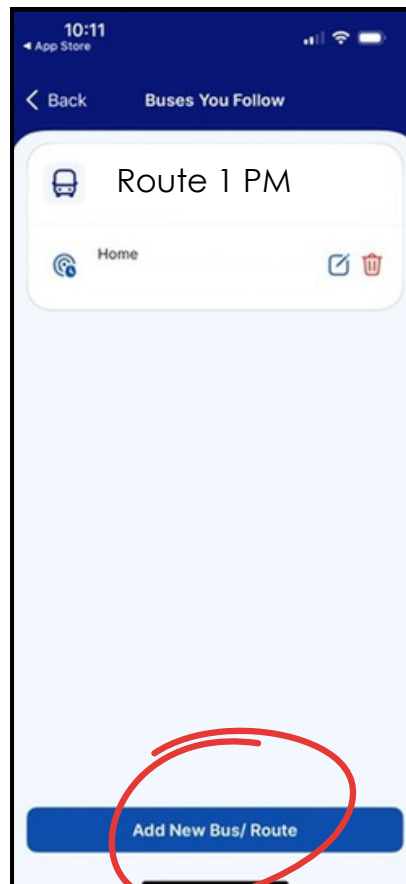
- Add new students
- Create new routes
- Edit existing routes.

Early/Late Start Setup

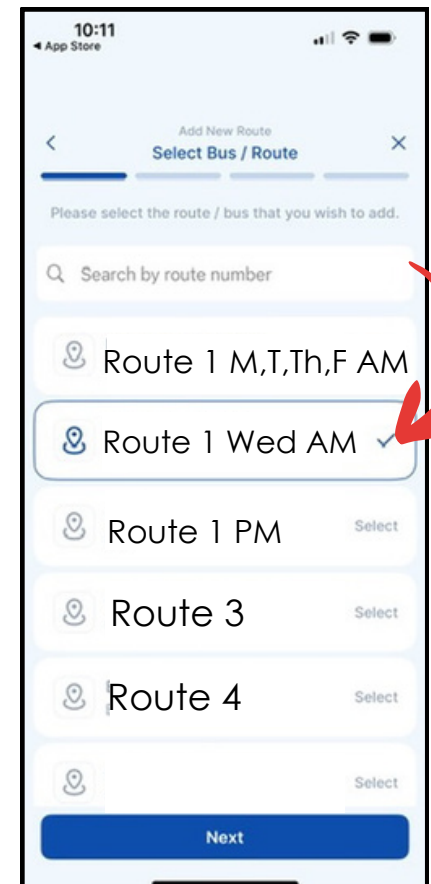
- ① Go to your settings. Select buses you follow.



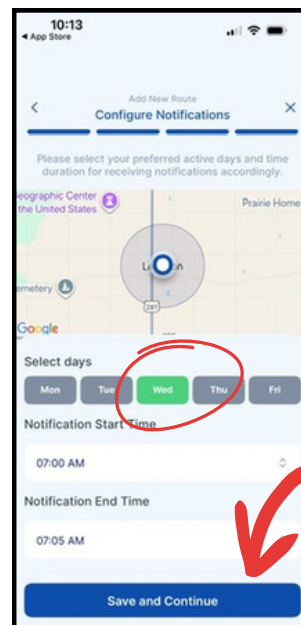
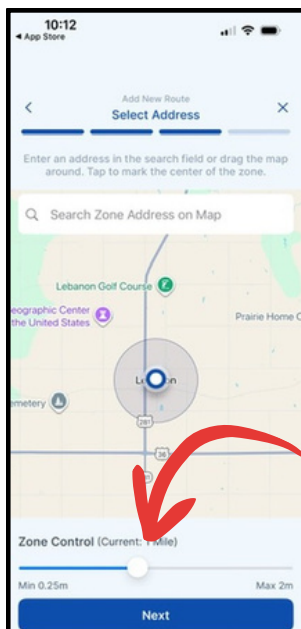
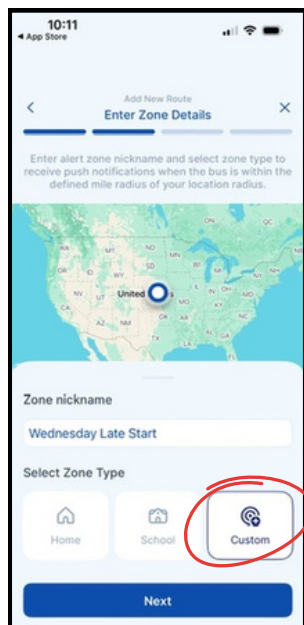
- ② Select Add New Bus/Route.



- ③ Early or late start routes will be marked uniquely. For example: **Bus 1 Wed AM**



- ④ Give the early or late start route a name.
- ⑤ Select the zone notification radius.
- ⑥ Select the day(s) of the week to be notified for this route. Then select save.



Custom Zones

Optional: Custom Zones

When should I use custom zones?

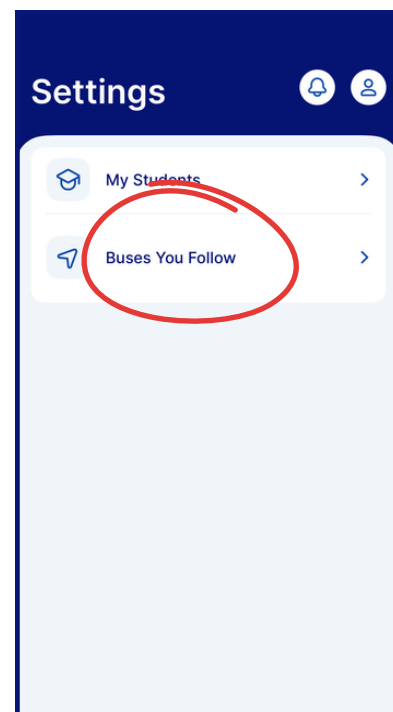
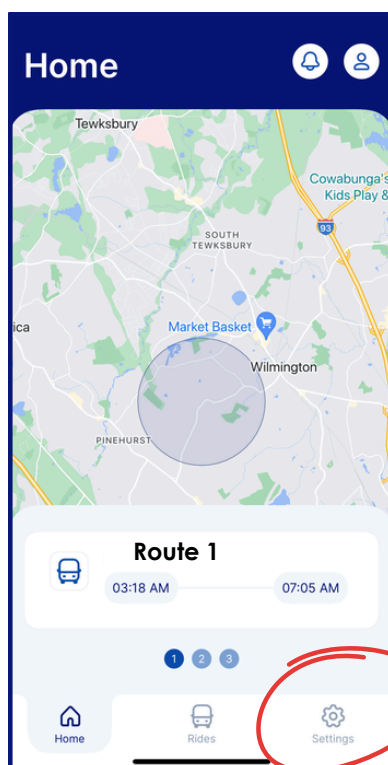


Give a 'Heads up' when the bus is near by (Usually a convenience store).

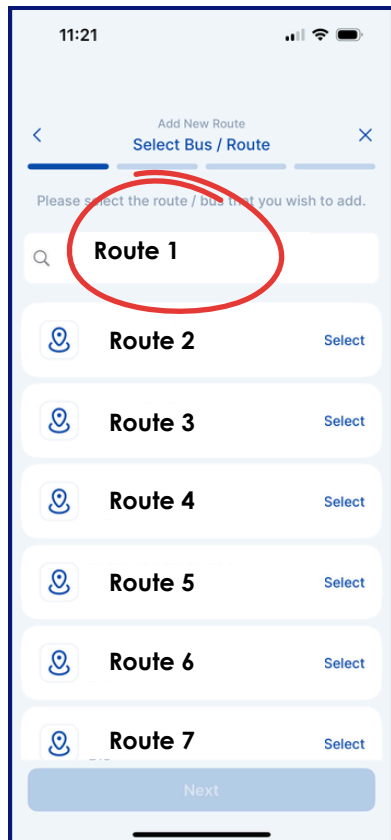


Add geolocation if the stop is far away from their house.

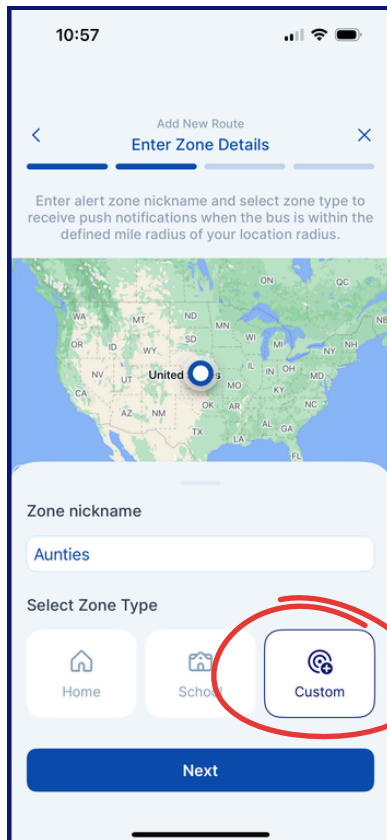
- ① Select "**Settings.**"
- ② Select the "**Buses You Follow.**" *Note you will need to know the route number.



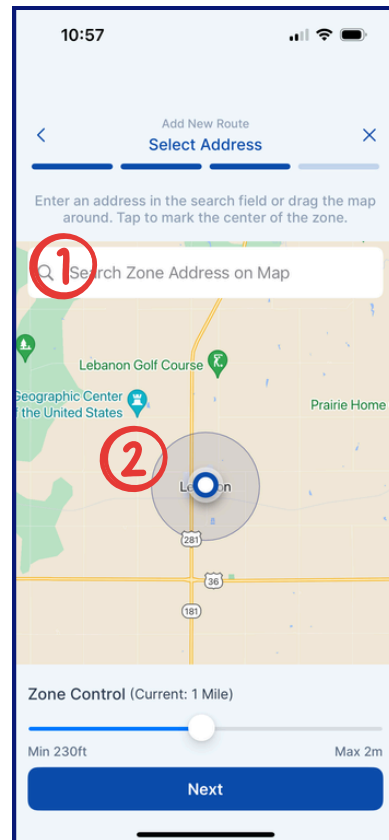
- ③ Enter the **“Route”** within the search bar.



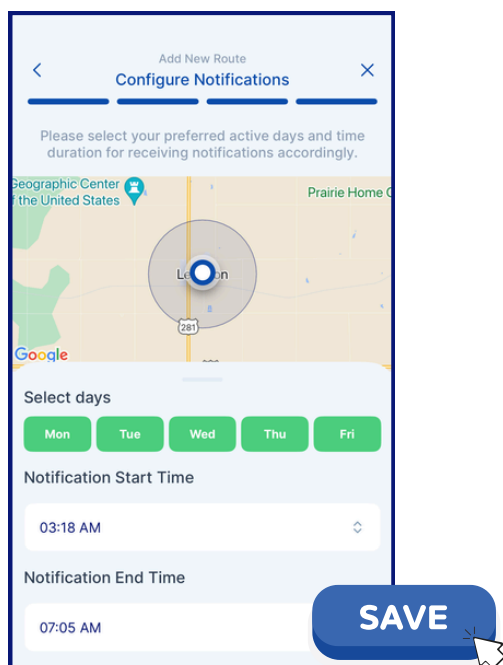
- ④ Select **“Custom Zone”** and give it a **“Nickname.”**



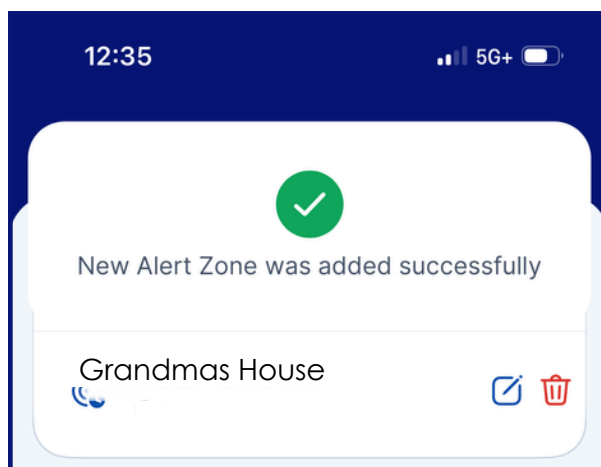
- ⑤ Enter the **“Address,”** and set the **“radius.”**



- ⑥ Select the **“days”** and **“times”** to be notified.



- ⑦ Your custom zone is now complete.



QUESTIONS?

Q: What should I do if I do not receive notifications after setup?

- Ensure that notifications are enabled on your device.
- Contact us at beaconconnect@gobeacon.com.
- Please include the phone number associated with your account and your school district when reaching out.

Q: The app says that the phone number I entered is not valid. How can I verify the number on file?

- Contact support at beaconconnect@gobeacon.com.
- If the phone number on file does not match, you will need to update your number in your students P.S. (Power School) account. Note: The help desk cannot make changes to your phone number. All updates must be approved and processed by your school district.

Q: Why is there a delay in the live location of the bus on the app?

- The app has a **16-second delay** between the actual location of the bus and the live update displayed in the app. This is normal and part of the system's tracking process.

Q: How do I report an issue with the APP?

- Send an email to: BeaconConnect@GoBeacon.com



[Scan or click to watch the video tutorial](#)

If you have any questions please reach us
BeaconConnect@Gobeacon.com