

Stopfinder Details & Best Practices Guide

Hempfield School District is happy to offer you the free to you Stopfinder parent app. Stopfinder is an all-in-one parent engagement app to help find the bus. Stopfinder is the easy to use, all-in-one parent engagement app designed by parents for parents. **Stopfinder is where we notify you that a bus is running 15+ minutes late or on weather-related schedule changes.** Know where your child's bus is and have the most accurate information about your child's bus schedule in the palm of your hand. Enhance communications with push notifications. Use GeoAlert zones to know where your child's school bus is while it's on the route. Share access with other guardians, caretakers, or the students themselves so that they have the information they need when they need it.

Getting Started with Stopfinder

Maintaining the accuracy of the PowerSchool demographic information is critical. We only have the ability to share access with the top listed, #1, Primary Contact who lives with the student and who has an email in PowerSchool. If that #1 Primary Contact's email changes, you will need to reactivate your account again under that new email. If you have multiple students who have different Primary Contact, those different Primary Contacts will need to share access with the other guardian. All questions related to the PowerSchool Parent Portal account should be directed to powerschool@hempfieldsd.org.

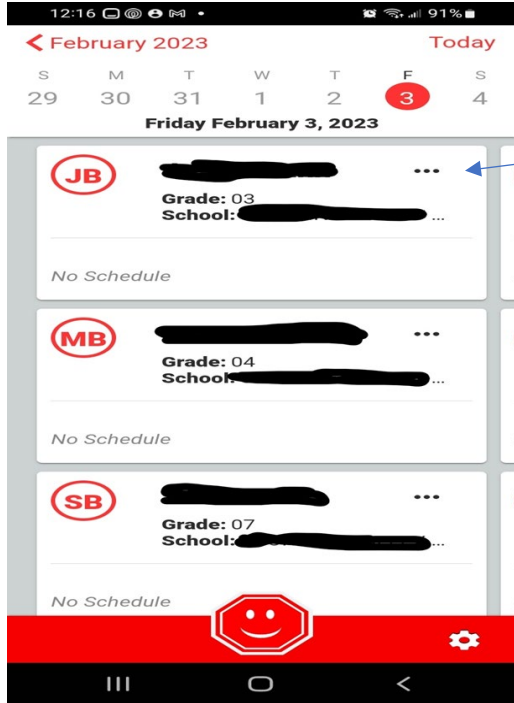
We will send an email to the Primary Contact. That email will have "Stopfinder" in its title. If you don't see it, be sure to check your spam/junk folder. This email contains all the information you need to get started. Towards the bottom of this email is a hot link where you can activate your account and create your login information. Once you do this, you can download the app, login, and get started. If you receive the email but the hot link is not working or can't find the email, please email us at transportation@hempfieldsd.org.

Once in the App

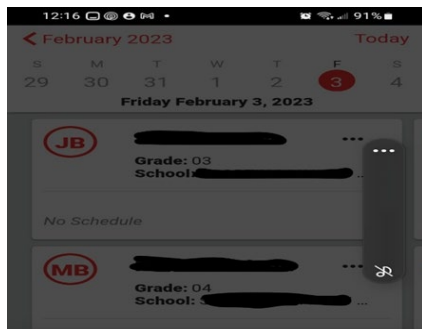
- **Learn the calendar function** – towards the top of your screen, you will see calendar dates. At the beginning of the school year or if your student attends any school outside of Hempfield School District, you will select the date you want to view the transportation plan. If Hempfield School District is closed but your student's school is open, we create Special Operating Plans (SOPs) about a week prior to said date. Using the calendar function is how you see the SOP details.
- **Review the Transportation Plan** – The bus plan can change throughout the year as students are added and removed from the roster and especially on SOP days. The information in Stopfinder updates instantly. This is both a pro and a con. As soon as we click save on a change, once you refresh your screen, you can see it. The con of this instant communication is if there is a change to your student's plan. We routinely need to give the bus company a 48–72-hour notice of a change. The con is that for those 48-72 hours, you will see the new plan but will be serviced by the old plan. We have asked for a feature update so we can make future date changes, but we have not been enabled to do that yet. You can also see the transportation plan in the PowerSchool parent portal through a laptop or desktop. The PowerSchool parent portal only updates once a day, overnight.
- **Share access** with other guardians, caretakers, and the student. Give the timely information to those who would most benefit from it.
- **Set up GeoAlerts** – GeoAlerts are notifications on your phone that alert you when the bus is coming to your students' bus stop location. This helps to make sure your student is ready for the bus and enables them to spend less time out in the cold and on unkind weather days.
- **Stay Informed** – Make sure in your phone's app settings, notifications are turned on for Stopfinder. Stopfinder is where we notify you that a bus is running 15+ minutes late or on weather-related schedule changes. When we make these types of alerts, we do update the stop times with the new anticipated times.

How to Share Access to Stopfinder

- From the main screen, select the three dots beside your student's schedule;



- Select "Share Schedule"



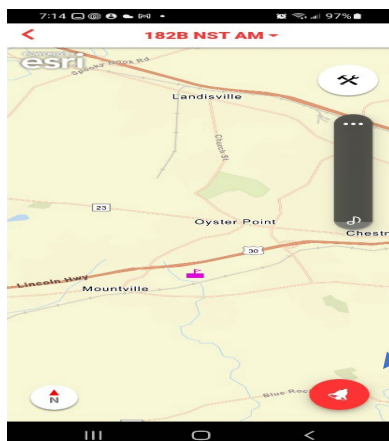
- Complete the fill in sections and then select Share



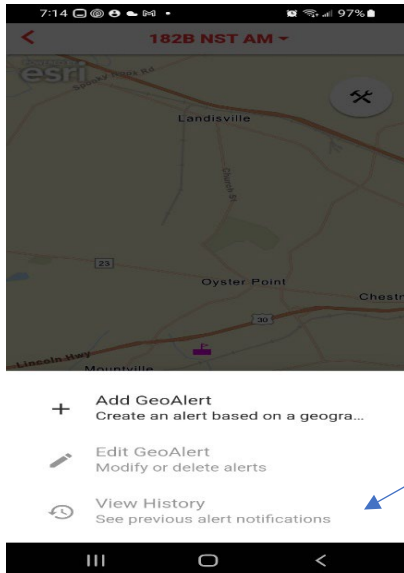
- This will need to be completed for each of your students you desire to share.

Stopfinder Notifications - GeoAlert Guide

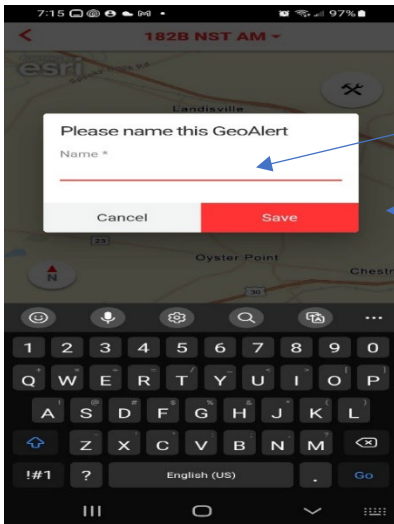
- Stopfinder will send you notifications on your phone for two reasons. First, if we send out an alert that the bus is greater than 15 minutes behind schedule or if there is a weather-related change to the bus schedule. Second, a GeoAlert. A Geo Alert is a circle you can make on your students' morning and afternoon run in the map in the app so that you are notified when the bus is coming.
- For you to receive either of these types of notifications, you need to verify in your phone's settings and app settings that notifications are turned on for Stopfinder. Some phones automatically turn off notifications for an app if you do not click on them with a certain frequency. Personally, I don't click on the alerts because I can read them when they pop up. This is just something you need to be aware of and may need to check depending on your phone. If you stop receiving the notifications, please check your phone's app notification settings.
- **GeoAlert Best Practices**
 - If you have multiple students who attend the same school and ride the same bus, you will want to create a GeoAlert for your youngest student who rides both times of the day for both morning and afternoon trips.
 - If you have multiple students who ride different buses, you will want to create a GeoAlert for each student's morning and afternoon trips.
 - For students who attend the Hempfield High School, Landisville Middle School, or Centerville Middle School, set your GeoAlert time windows from 5:00 AM – 7:45 AM and 2:30 PM – 3:45 PM. There may be exceptions to these recommendations.
 - For students who attend Hempfield School District Elementary buildings, set your GeoAlert time windows from 7:30 AM – 9:30 AM and 3:20 PM – 5:30 PM. There may be few exceptions to these recommendations.
 - The size of the GeoAlert circle matters. The smaller the circle, the less time you have to receive the notification and get ready for the bus. In general, the bigger the circle, the better. This gives you the most time to get ready for the bus to come.
 - If you feel like you are receiving too many GeoAlert notifications, first check your settings are according to the above recommendations. Second, adjust the size of the GeoAlert circle smaller to help eliminate overlap notifications. Third, adjust the location of your GeoAlert circle to help eliminate overlap notifications. Overlap notifications are when the bus comes into your GeoAlert circle, then goes out of it and then comes back into it.
 - Do not have both "arrives" and "departs" checked on one GeoAlert. You want to create a GeoAlert for each morning and afternoon trip.
 - If you create a GeoAlert for the arrival and departure from the school, create one for the morning as "arrives" and one for the afternoon as "departs". Label your school by its abbreviation. Example, CES for Centerville Elementary School.
 - Review your GeoAlert settings annually minimally.
 - Delete unused or old GeoAlerts. Bus routes can change throughout the year and make your GeoAlert no longer useful or viable.
- Select one of your students' trips; it should take you to the map as illustrated below.
- Select the Red Bell icon in the lower right of the screen



- Select + Add GeoAlert



- Name the GeoAlert. Example: “Morning Bus Area” or “Afternoon Bus Area”
- Select “Save”



- Place the circle on the map where you want to set as your GeoAlert and set the notification settings you would like.
- When the settings are set in accordance with the best practices listed above, select save in the upper right corner.

