

Parent App Frequently Asked Questions

Keep track of your child's journey to and from school right from your smartphone.

Hey There!

We've compiled a list of common questions that our customers/clients have asked over time. If your question is not on here and you need immediate assistance please contact your school district's transportation office.

1 I haven't received an invitation to the BusRight Parent App yet.

If you're sure the invitations have already been sent out in your school district, you might need to double check your spam/junk folders for a message that says "You're Invited to BusRight." If you're still not seeing it, please try signing up directly from the [BusRight app](#) using the email address you have on file with the school district.

If you're receiving the error message "Account Not Enabled by Administrator," you haven't yet been invited to the app. Please contact the transportation office to send your initial invite.

2 I'm missing one of my student's bus routes or seeing incorrect stop information on the BusRight app.

The district transportation office may need to update your student's routing assignment. Feel free to connect with them when possible – as soon as your student's route is updated, your Parent App will automatically reflect any changes.

3 The bus is showing as offline on the app, even when I know the route is running.

Your student's bus driver may be experiencing technical difficulties when starting their route or they may be utilizing a bus without GPS equipment available. If this becomes a continual occurrence, please contact the district's transportation office.

4 I'm having trouble verifying my BusRight account.

Please send an additional message to support@busright.com with the subject line "PARENT ACCOUNT VERIFICATION" as well as the following information:

- Your name & email address
- Your student's name
- Your student's school district

5 I'd like to invite someone else to the BusRight app.

Currently, Parent App invitations are typically sent to the 2-3 primary guardians in the district's student information system. If you'd like someone else to have immediate access to BusRight, we'd recommend logging into your account on their device. There's no maximum number of devices per account, so it shouldn't cause any issues on your end.

