Getting Started with the EZ Arrival Parent App

EZ Arrival is a school bus transportation app that provides families like yours with accurate, real-time information about their students' buses. The app is integrated with our transportation management system and helps ensure you're informed about bus schedules, arrival times, and potential delays or changes.

With EZ Arrival, families like yours can:

- View assigned bus stop locations and pickup/drop-off times
- Track the bus as it approaches your student's stop
- Receive push notifications about delays or route changes
- Access all your linked students in one account

Track Your Student's Bus with EZ Arrival

1. **To begin, download the app:**
   - Apple Store Link
   - Google Play Store Link

2. **Create an EZ Arrival account:**

   To create your EZ Arrival account:
   - Open the EZ Arrival app
   - From the login screen, select "Create an Account"
   - **Step 1:** Select your school district
     - To find your school district, select the "search" field, then type and choose WPAS
   - **Step 2:** Create a username
     - Create a username using your phone number or email address. We recommend that you use the same contact information that will be associated with your student(s).
     - If you are using an email address, you will need to activate your account via an email sent by info@ezrouting.com. This email will not be sent until you finish creating your account.
     - If you're using a phone number, you will be immediately prompted to verify it. Select "Send Verification Code" and enter the verification code in the field. It may take several minutes to receive your verification code.

- **Step 3:** Create a password
  - Create a strong password that meets the minimum password requirements, and be sure to re-enter it correctly in the "password confirmation" field. Your password should:
    - Be a minimum of 8 characters
    - Contain at least 1 lowercase letter
    - Contain at least 1 uppercase letter
    - Contain at least 1 number
    - Avoid obvious patterns such as "ABC" or "123"
    - Avoid keyboard patterns such as "qwertyui" or "asdfghjk"
    - Avoid basic terms such as "admin," "user," or "password"
- **Step 4:** Create your account
  - Enter your first name, last name, and relationship to the student(s)
  - By selecting "Agree & Join," you are agreeing to TransActs' Privacy Policy and Terms of Use
- **Step 5:** To ensure that your account is properly created, please log in.

3. **You're all set!**
   - Not seeing what you expected or having an issue? Please refer to the FAQ below.

EZ ARRIVAL FAQ

Why is my student not showing in my account?

If the account information differs from the district records, manual linking of the student may be required. Please follow the instructions below.

Link a Student to an Account

1. After logging in, go to the "Students" tab and tap the "Add Student" icon in the upper left corner.
2. Enter the student's first name, last name, and date of birth.
3. If a match is found, you'll be prompted to verify the connection. Select "Proceed."
4. The page will display the associated students' information. If this is the student you were searching for, select "Send Code." A message will pop up with the associated email or phone number to verify your connection. You must confirm whether or not you have access to complete the student link.

- If you do have access:
  - Select "Yes," then enter the verification code you received
  - Select "Verify"
  - You'll see a "Success" message confirming the student was linked
- If you do not have access:
  - Select "No"
  - Select "Or, click here to submit request to transportation department."
  - Your district's transportation office will review the request to confirm you are an authorized contact.
  - You will receive a notification within the app once your request has been approved or declined (typically within three business days).

How can I choose my preferred language in the app?

To select a language other than English, click on the "My Account" icon in the bottom right corner of the app and then choose your preferred language from the "Language" drop-down button.

How will I receive updates if my child's bus is running late or if the schedule has changed?

EZ Arrival sends push notifications to your mobile device when:

- The bus enters your student's notification zone
- The bus is delayed or rerouted

To receive alerts, make sure push notifications are enabled for the app in your phone settings.

I'm not receiving notifications. What should I do?

- Check your phone's settings to ensure EZ Arrival is allowed to send you notifications
- Confirm you are logged in and have correctly linked your student
- If issues continue, contact your school district's Transportation Department

Will all my students appear in the EZ Arrival app?

Yes. If you have multiple students in the same district, all linked students will appear in your account. Please note that tracking information is available only if your district provides bus data for that student.

Can I update my student's schedule or route within the app?

No. EZ Arrival displays the official schedule and route information provided by your district. Changes to your student's transportation arrangements should be made through your school or Transportation Department.

What happens if my student's bus or driver changes?

EZ Arrival automatically supports bus or driver substitutions. Even when a substitute is used, you will continue to receive accurate tracking updates.

Who should I contact for help with the EZ Arrival app?

If you're having trouble creating an account, linking to a student, or receiving notifications, check out our support resources by selecting the question mark on any page of the app.

How can I provide feedback on the app?

We welcome your feedback! You may receive optional in-app surveys, but you can always contact your district to provide feedback about your experience with EZ Arrival. Your feedback helps enhance the app's performance and the user experience for all families.